Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Library ICT and Learning Officer	JEID	IT002
Salary Grade:	G		
Team:	North or South		
Division / Service:	Customer Services (Face to Face)		
Directorate:	Resources		
Primary Location:	County wide		
Political Restriction	This post is not politically restricted		
Responsible to:	Team Leader- Digital		

Role Purpose

- To facilitate use of public computer network, Let's Make and Virtual Library resources.
- To promote access to library services and utilise technology to deliver the Customer Services (Face to Face) Service Plan.
- To train staff to support customers to use the public computers, Let's Make and Virtual Library services.
- To undertake these duties at all libraries and outreach outlets in Warwickshire as required.
- To provide direct customer support as required.

Job Description

Role Responsibilities

- To support customers and library staff to make effective use of Information and Communication Technology (ICT) facilities.
- To promote 24/7 access to ICT library facilities to the wider community.
- To create and update information to support customers and staff in the use of public computers, Let's Make and Virtual Library facilities as directed.
- To ensure that all public access and backroom ICT equipment is set up for use by the public and/or staff as required.
- To plan and deliver agreed programmes and training which achieve service priorities to staff and volunteers.
- To take the library countywide lead role in one of the following: public computer network, Self-Service technology, Let's Make service, Library Management System, Printer/Photocopier & other devices.
- To be responsible for the general care and maintenance of all ICT hardware/software in county wide libraries and other library outlets, liaising with colleagues and partners as required.
- To supervise and/or undertake administrative tasks associated with the operation of the public access ICT, and to carry out duties in relation to computerised library housekeeping and public access systems, where appropriate.
- To maintain an awareness of changes and developments in ICT to improve on and develop the IT offer.
- To assist in the installation of the public computer network, Let's Make, Self-Service and Virtual Library services in Customer Services (Face to Face) service points.
- To monitor and evaluate the PN, Lets Make and Virtual Library resources delivering progress reports and briefings.
- To provide county wide support for ICT in co-operation with other post-holders, including cover during evenings/weekends.
- To participate in working groups, or projects, as required.
- To ensure that all duties listed above are carried out in accordance with current WCC Information Systems (IS) / ICT policies.
- To ensure that policies and procedures are maintained including the Equal Opportunities, Health and Safety, Safeguarding Children and maintaining confidential policies ensuring their understanding and implementation.
- Willingness to undertake training and development opportunities.
- To undertake, as required, any other duties that are commensurate with the grading of the post.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
4 GCSE passes, Grade C or above or equivalent, to include English and Maths and ICT.	A, D
Highly proficient in the use of general office software (eg word processing, spreadsheets, e-mail), searching the Internet and computerised systems	A, I, T
Experience of working with members of the public in a customer service environment	A, I
Experience of care and maintenance of ICT hardware/ software	A, I
Ability to work effectively within a team and with staff at all levels.	A, I, T
Courteous and effective communication skills, in person, by telephone, and in writing.	A, I
Ability to work effectively under pressure and to meet deadlines	A, I
Ability to work with initiative and little supervision.	A, I
Experience of planning & delivering ICT training and supporting users of ICT.	A, I, T
Ability to create and deliver promotional and outreach activities	A,I,T
Awareness of Health and Safety in a public building environment	A, I
A systematic, methodical and accurate approach to work	A, I
A creative approach to work and problem solving	A, I
Positive attitude to change and challenge, suggest improvements and encourage others to embrace change.	A, I
Willingness to identify and undertake training and development opportunities, including appropriate ICT qualifications	A, I
Appreciation and sensitivity of Equal Opportunities issues	A, I
Ability to maintain confidentiality	A, I
Ability to travel effectively around the County	A, I
A flexible approach to work within the needs of the services including working weekends and evenings	A, I
Ability to move and handle library resources	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.	
☐ Regular client contact or care	☐ Exposure to noise levels (above 80dbA)
☒ Lone working	☐ Working with waste or refuse
☐ Night working	☐ Food Handling
☐ Work at heights	☒ Manual handling tasks
☐ Working in confined spaces	☐ Electric work
☒ User of Display Screen Equipment (DSE)	☐ Contact with Latex
☐ Repetitive tasks	☐ Chemical / Dust / Fume Exposure (COSHH)
☐ Continual telephone use *(call centre)*	☐ Working with vibrating tools / machinery