

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:	Senior Customer Services Assistant (NPO Project Co-Ordinator)	JEID	R0269
Salary Grade:	F		
Team:	Libraries		
Division / Service:	Customer Services (Face to Face)		
Directorate:	Resources		
Primary Location:	Countywide		
Political Restriction	This post is not politically restricted		
Responsible to:	Area Librarian (NPO Creative Producer)		
Responsible for:	Volunteers		

Role Purpose

This is a pivotal role coordinating NPO activities and events and leading on promotion and social media activity.
The post-holder will coordinate NPO Advisory Board meetings and support administration and comms for the team.
The post-holder will share responsibility for evaluation and analysis of NPO programmes, activities and events with the NPO Creative Producer.

Role Responsibilities

1. This is a pivotal role coordinating NPO activities and events and leading on promotion and social media activity.
2. The post-holder will coordinate NPO Advisory Board meetings and support administration and comms for the team.
3. The post-holder will share responsibility for evaluation and analysis of NPO programmes, activities and events with the NPO Creative Producer.
4. To present and promote the NPO service in accordance with agreed quality standards.
5. To be responsible for supervision, induction, training, motivation and development of staff/ volunteers as appropriate.
6. To ensure relevant data and performance management information is gathered for quality standards.
7. To liaise with Warwickshire Library services, partners, staff and other stakeholders to enable the delivery of the effective NPO Programme.
8. To participate in working groups or projects, as required.
9. To ensure effective and consistent communication within and between the team, and to communicate efficiently with other staff across multiple libraries and departments.
10. To ensure that policies and procedures are maintained including the Equal Opportunities, Health and Safety, Safeguarding and maintaining confidentiality policies, ensuring their understanding and implementation by staff for whom you are responsible.
11. Willingness to undertake training and development opportunities.
12. To undertake any other duties as required which 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 Mathematics. (Accurate numeracy and literacy required).	A, D
Experience of working with members of the public at events and activities.	A, I
Experience of coordinating meetings and administration.	A, I
Experience of using ICT and Windows based computer packages.	A, I
Experience of using and creating compelling content for social media, notably Instagram, YouTube, X and Facebook.	A, I
Experience of creating marketing assets and promotional materials, preferably with knowledge of Canva.	A, I
A systematic, methodical and accurate approach to work.	A, I
Courteous and effective communication skills, in person, by telephone and in written communication.	A, I
Ability to work with initiative and little supervision.	A, I
Ability to work effectively under pressure and to meet deadlines.	A, I
Ability to organise workloads, to plan and implement programmes of work and to delegate effectively.	A, I
Ability to use own initiative to respond independently to problems and unexpected situations.	A, I
Ability to work effectively within a team and with staff across all levels.	A, I
Ability to participate effectively in the recruitment, selection, induction, training, motivation and supervision of volunteers.	A, I
Ability and willingness to coordinate events and activities for communities of all ages using libraries and culture as a key focus.	A, I
Ability to travel effectively around the county.	A, I
Ability to work flexibly including Saturday, Sunday, and evening as required for NPO events and activities.	A, I
Appreciation of/ sensitivity to Equal Opportunities.	A, I
Have a positive attitude to change, to challenge and suggest improvements and encourage others to embrace change.	A, I
Willingness to undertake training and development opportunities.	A, I
Ability to develop creative approaches to evaluation and analysis of data.	A, I
Ability to maintain confidentiality.	A, I
Ability to move and handle resources.	A, I
Experience of cash handling and banking activities.	A, I
The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	A, I
The successful applicant will be subject to a criminal record enhanced check with the Disclosure & Barring Service (DBS) before the appointment can be confirmed.	D

Desirable Criteria	
Experience of working with children, young people, families and/or communities within an arts, cultural and/or heritage setting.	A, I
An awareness of Health and Safety in a public building environment	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.	
<input checked="" type="checkbox"/> Regular client contact or care	Exposure to noise levels (above 80dbA)
<input checked="" type="checkbox"/> Lone working	<input checked="" type="checkbox"/> Working with waste or refuse
Night working	<input checked="" type="checkbox"/> Food Handling
Work at heights	<input checked="" type="checkbox"/> Manual handling tasks
Working in confined spaces	Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	Contact with Latex
Repetitive tasks	Chemical / Dust / Fume Exposure (COSHH)
Continual telephone use (<i>call centre</i>)	Working with vibrating tools / machinery

