

Job Description

For Non-Streamlined Positions

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:	Information & Enquiry Librarian	JEID	JO406
Salary Grade:	I		
Team:	Resources Directorate - Workforce and Local Services		
Service Area:	Libraries and Information Service		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted		
Responsible to:	Principal Librarian: Resources & Information		

Role Purpose

To be the specialist lead with responsibility for the delivery and continued development of the information & enquiry service across the Library and Information Service.

Role Responsibilities

Within the context of service plans and policies, the post-holder may be asked to carry out any of the following duties:

1. Working with Libraries and Information Services managers, to be responsible for the development of the Information & Enquiry service, ensuring this meets the strategic objectives of the service and corporate priorities.
2. To develop and deliver a co-ordinated enquiry service for the library network, modelling quality and consistency across all sites as appropriate.
3. Working with members of the virtual library team to deliver, monitor and evaluate our online information offer, and maintain awareness of information trends to inform future service developments.
4. In consultation with the Area Librarians, to define and determine the level of enquiry staffing required to meet service objectives, and that staffing rotas ensure quality and consistency in delivery.
5. To develop specialist training packages and provide training & support for Area Librarians and Library Information Advisors to enable the training of other staff across the library network, ensuring quality of delivery.
6. To co-ordinate Warwickshire Libraries and Information Services' participation in relevant national

and Universal Library Offers, liaising with and supporting operational staff as appropriate.

7. Working with colleagues within the Libraries and Information Service to ensure stock across the libraries' network meets customer and community needs by using available community data and awareness of the latest audience and publisher trends for reference and specialist materials, in both physical and electronic formats.
8. To work with the performance and monitoring team to monitor and evaluate the take-up of the enquiry service, deliver performance management information and to use this knowledge to inform future service development.
9. To contribute to service planning and the development, delivery and organisation of programmes of activities, working with colleagues within Warwickshire Libraries and Information Service and the wider County Council.
10. Working as an advocate in this area, to develop positive working relationships within the service, the wider County Council and other agencies as appropriate.
11. To manage budgets as may be delegated, and to comply with all the relevant financial regulations.
12. To participate in outreach and promotional work, as required.
13. To participate in recruitment, selection, supervision, appraisals, induction, training and development of staff, including volunteers and project staff as required.
14. To maintain and demonstrate an awareness of changes and developments within public libraries nationally and to draw on this to enhance your own performance.
15. To work in partnership with colleagues in the statutory and voluntary sectors, community groups and individuals to promote and deliver the service and participate in working groups and projects as required.
16. Willingness to undertake training and development opportunities.
17. To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, and to ensure that they are understood and upheld by others.
18. 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:

Degree, post graduate diploma or equivalent level qualification in Library and Information Science or hold a degree and be working towards a relevant qualification	A, D
2 years' experience of delivering a public information service	A, I
A systematic, methodical and accurate approach to work	A, I, T, P
Experience of communicating clearly and effectively in person, in writing and on the telephone	A, I, T, P
Experience of answering enquiries using a range of reference sources/formats including online	A, I, T
Experience in the use of general office software e.g. word processing, spreadsheets, presentation software, email, searching the internet etc	A, I
Experience of working effectively under pressure, organising workloads and meeting deadlines both within a team and under own initiative using delegation as appropriate..	A, I
Ability to make effective decisions and participate in service planning and project management	A, I
Ability to participate in partnership with groups and organisations within the community, including external statutory or voluntary agencies	A, I, P
Ability to translate ideas into practical action	A, I, P
Experience of supervising and motivating staff, including volunteers and work experience placements	A, I
Awareness of and commitment to Customer Care and ability to maintain confidentiality	A, I
Appreciation of / sensitivity to Equal Opportunities issues	A, I
Flexible and creative approach to work and problem solving	A, I, P
Willingness to undertake training and development opportunities	A, I
Ability to travel effectively around the County	A, I
Ability to work flexibly –including weekends and evenings as required	A, I
Ability to undertake the duties of the job description	A, I
Ability to participate effectively in the recruitment, selection, induction, appraisal, training and supervision of staff, including volunteers and project staff	A, I
Desirable	
Chartered Librarian	A, D

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 the potential hazards and risks 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 for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	