

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Prison Library Assistant	Range 3	<p>Operate the prison library services with the guidance of the Prison Librarian and in accordance with the terms of the relevant Service Level Agreement. This may include substituting for the Prison Librarian as required.</p> <p>Respond to customer enquiries and offer a polite, helpful and efficient service to customers at all times to ensure customers receive a consistently high standard of care when accessing library services</p> <p>Manage a range of library stock including reserving, issuing, discharging, shelving, displaying and repairing items as required to ensure that customers receive a high quality service.</p> <p>Maintain accurate borrower records using the library management system in order to ensure that stock loss is minimised, library resources are accounted for and customers can make full use of the library.</p> <p>Contribute to the recovery of overdue items and other stock from transferring prisoners in co-operation with Wing Officers</p> <p>Maintain the library to levels set down in the appropriate Quality Standards in order to ensure compliance with the prison Service Level Agreement. This may include analysing and reporting on statistical and qualitative data relating to prison library services and making recommendations for improvement.</p> <p>Act in accordance with all safety, security and procedural requirements laid out by the prison service in order to ensure legal compliance. This will include working</p>	<p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>A good standard of general education with a minimum of 5 GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of library resources, including book stock, Audiovisual, applications and support services.</li> <li>An understanding of the role and importance of prison library services.</li> <li>An understanding of the duty of care required towards prisoners</li> <li>An awareness of confidentiality, GDPR Legislation and Data Protection procedures.</li> <li>An awareness of equality, diversity and inclusion</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience working as part of a team</li> <li>Experience of working in a library or other customer led environment (e.g. retail, doctors' surgery, hospitality)</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Proficient in the use of Microsoft Word, Excel, Teams and Outlook</li> <li>Able to complete a range of administrative tasks with a high degree of accuracy such as data entry and mathematical calculations</li> <li>Good problem solving and prioritisation skills</li> <li>Able to work with minimal supervision, referring to a manager as required.</li> <li>Able to communicate clearly and effectively with a range of audiences using a variety of communication methods.</li> <li>Able to create an inclusive environment where library users feel a sense of belonging regardless of background.</li> <li>Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands.</li> </ul>	<p><b>Requirements at this level in addition to level 3A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Continued CPD to support service delivery and expansion</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>In-depth knowledge of prison library customer base</li> <li>In-depth knowledge of prison library resources including legal texts available to prisoners</li> <li>Knowledge of prison security and transit arrangements</li> <li>Knowledge of borrower trends within prison and public libraries.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of working within a prison environment, including provision of stock to wings/segregation units</li> <li>Experience working with external partners and other prison services within the library space</li> <li>Experience in making recommendations for stock acquisition to the Prison Librarian</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to work confidently without supervision within a prison library environment</li> <li>Able to identify gaps in library service provision and formulate suggestions to meet these.</li> <li>Able to process and interpret statistical data relating to prison library services</li> <li>Adopts a positive, enthusiastic approach to customer service</li> <li>Actively reviews and reflects on own work output and identifies areas for growth and development</li> <li>Seeks out opportunities for additional training and development</li> <li>Proactively offers support to colleagues with day-to-day duties</li> <li>Able to effectively de-escalate situations within a prison environment and adapt to difficult environments</li> </ul>	<p><b>Requirements at this level in addition to level 3A and 3B:</b></p> <p><b>Qualifications</b></p> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of prison library aims, outcomes and targets on a local and national basis</li> <li>Knowledge of prison education aims and the role libraries play in achieving these.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Experience of substituting for the Prison Librarian in quality improvement group meetings and in reporting to prison staff</li> <li>Experience of selecting and ordering stock for prison library catalogue</li> <li>Experience of leading engagement activity for prison library and partner initiatives</li> <li>Experience of supervising/setting the work of prison library orderlies on a regular basis (where orderlies are appointed)</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Able to effectively substitute for the Prison Librarian to present performance information at Quality Improvement Group meetings</li> <li>Able to communicate sensitive or contentious information or change proposals effectively to a range of audiences</li> <li>Able to analyse and report on statistical and qualitative data relating to prison library services and make recommendations on the development of services</li> <li>Adopts a proactive, positive, enthusiastic approach to customer service, anticipating customer need and acting beyond main scope of role to assist customers</li> <li>Actively reviews and reflects on work output and identifies opportunities for service improvement</li> <li>Actively seeks out opportunities for growth, development and skills improvement</li> </ul>

		collaboratively and maintaining professional working relationships with other stakeholders.	<ul style="list-style-type: none"> <li>• Good customer service skills</li> </ul>		<ul style="list-style-type: none"> <li>• Prioritises customer experience improvement, identifying ways to improve service offers</li> </ul>
Prison Librarian	Range 5	<p>Lead on the development of library service offers relating to literacy, reader development and cultural engagement within the prison library, driving project delivery, consulting and working with charities, arts organisations and other partners, including Medway Council and Prison Service colleagues to deliver services as agreed.</p> <p>Lead on the development and promotion of a wide range of activities, events and initiatives within the prison libraries which support the aims and objectives of both Medway Libraries and Medway Council</p> <p>Manage and supervise the work of the Prison Library Assistants, setting appropriate work plans in order to ensure that their development needs are identified and met</p> <p>Lead on the recruitment and development of prison library orderlies in conjunction with the relevant prison service officers</p> <p>Manage the stock of the prison library service and relevant budgets in co-ordination with the Systems and Contracts Manager</p> <p>Manage the policies and operation of the Prison Library Service, ensuring that all equipment is maintained in safe working order and working with library and prison staff and partners to expand and refine the service offer</p> <p>Design, review, agree and implement policies and procedures relating to the delivery of Prison Library Services in conjunction with the Library Service Manager and the Prison Education, Skills and Work Lead</p> <p>Ensure that the prison library service adheres to the terms and conditions of the Prison Library Service Level Agreement(s) in order to maintain contract compliance, including procurement activities, for the prison library service</p>	<p><b>Requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• A degree, or equivalent level 6 qualification, in library and/or information studies, or</li> <li>• A degree in any discipline, and a postgraduate qualification in library and/or information studies, or equivalent level 7 or 8 qualification, or</li> <li>• Relevant and adequate library experience (guideline - minimum of 2 years) and studying for either a degree, or equivalent level 6 qualification, in library and/or information studies, or a postgraduate qualification in library and/or information studies or equivalent level 7 or 8 qualification</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• In-depth knowledge of current developments in library and information services</li> <li>• In-depth knowledge of library resources, including e-resources, applications and support services</li> <li>• In-depth knowledge of the current range of public library operations and services available within Medway and the wider sector</li> <li>• In-depth knowledge of developments in society and government that impact on library services</li> <li>• Knowledge of local government financial regulations and procurement processes</li> <li>• Political awareness and knowledge of the current issues facing local government</li> <li>• A good understanding of equality, diversity and inclusion and how these impact the workplace.</li> <li>• A detailed understanding of GDPR legislation and best practice in relation to information sharing.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of managing, co-ordinating and providing training and development to a small team</li> <li>• Experience of supervising, managing and co-ordinating the output of other employees working remotely or across multiple locations.</li> <li>• Experience of budget management including setting, monitoring and ensuring effective spend of budget</li> <li>• Experience of working with a strategic focus, including developing strategies and plans for delivery over several years</li> </ul>	<p><b>Requirements at this level in addition to level 5A:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Continued CPD to support service delivery and expansion</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced knowledge of prison library sector best practice and developments/trends in prison education/rehabilitation impacting service focus</li> <li>• Knowledge of stock ordering, accessioning and promotion processes</li> <li>• An understanding of the One Medway Council plan</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience reporting on performance and identifying/outlining service development actions to senior internal management and external partners including contract administrators</li> <li>• Experience of representing the authority at key partner meetings (e.g. QIG meetings, conferences, third party provision)</li> <li>• Experience of recruiting, training and managing the work of prison orderlies</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to monitor the effects of own decisions and take ownership for own actions</li> <li>• Displays a range of expertise where the opportunity and need for imaginative thinking is not limited to defined policies</li> <li>• Regularly offers fresh ideas and innovative solutions to problems</li> <li>• Ability to effectively manage all stakeholder expectations and communicate effectively when making plans or dealing with organisational change</li> <li>• Confident in dealing with unusual situations where there are no recognised regulations in place.</li> <li>• Able to provide clear and concise information to help others understand policies and procedures</li> <li>• Able to adapt effectively to new ways of working, including taking on additional duties outside the core scope of the role for defined periods of time</li> <li>• Ability to provide advice, guidance, information and constructive feedback to enable employees to carry out their roles effectively.</li> </ul>	<p><b>Requirements at this level in addition to level 5A and 5B:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Where applicable, completed the degree in library or information studies or if have a degree in another subject completed the postgraduate qualification in library or information studies</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Advanced knowledge of best practice relating to reader development in prison libraries and promoting literacy through prison libraries.</li> <li>• Knowledge of council contract/procurement regulations and requirements</li> <li>• Knowledge of prison library service contract requirements, review and agreement processes</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience building long term strategic plans for delivery (e.g. 4 years or more)</li> <li>• Experience carrying out tasks which impact on the wellbeing of people, including assessing needs, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems</li> <li>• Experience in carrying out consultation and feedback exercises to inform service development activities</li> <li>• Experience in securing support including financial and resource contributions from external sources such as charities and funding bodies</li> <li>• Experience in supporting the Library Service Manager in negotiating and setting terms for prison library service contracts</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to secure buy-in and resource/financial support from internal and external partners</li> <li>• Able to effectively undertake long term planning for service development of a multi-year period.</li> <li>• Able to effectively communicate change proposals, encourage and obtain agreement for new ways of working from a wide range of audiences</li> </ul>

		<ul style="list-style-type: none"> <li>• Experience of working with a range of other services within a large complex organisation</li> <li>• Experience of working within a prison environment</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Word, Excel, Teams and Outlook</li> <li>• Demonstrable ability to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers as required.</li> <li>• Demonstrable ability to supervise, co-ordinate, train and develop a multi-disciplinary team</li> <li>• Demonstrable ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term</li> <li>• Demonstrable ability to use well developed communication skills to present complex information in an understandable way, to a range of audiences.</li> <li>• Demonstrable ability to manage and deliver multiple high priority projects with competing demands and deadlines</li> <li>• Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands</li> <li>• Able to apply specialist area knowledge to practical solutions.</li> <li>• Ability to cope with the unique requirements of working within a prison environment</li> <li>• Able to effectively de-escalate situations within a prison environment and adapt to difficult environments</li> </ul>	<ul style="list-style-type: none"> <li>• Able to use well-developed communication skills to present complex/sensitive information in an understandable way to a range of audiences.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to effectively plan the development of staff over a multi-year period</li> </ul>
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