

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Community Library Assistant	Range 3	<p>Operate and provide on-site management for the pop-up library service, including driving the pop-up library vehicle, loading and unloading equipment cases, setting up operations in a range of settings and delivering library services including levying cash and card payments as required.</p> <p>Operate the home library service, including selecting and issuing stock for residents, driving the home delivery vehicle and making deliveries and collections of stock to residents across Medway.</p> <p>Maintain the pop-up library and home library vehicles including carrying out routine checks of vehicle components and bodywork, cleaning, charging and arranging regular servicing/MOT testing.</p> <p>Manage stock for the pop-up library and home library service, including replenishing stock levels after visits, selecting stock for library customers and issuing/discharging library stock.</p> <p>Deliver and support public events for all ages and groups through the pop-up library service.</p> <p>Work with library colleagues, children, young people, schools, Medway Council colleagues and other stakeholders/stakeholder groups on a regular basis to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity.</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> 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 Full driving licence valid for use in the UK <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of library resources, including physical stock, e-resources, applications and support services. Knowledge of the range of council services available through libraries and community hubs Knowledge of routine vehicle maintenance Knowledge of proper manual handling techniques An awareness of confidentiality, GDPR Legislation and Data Protection procedures. An awareness of equality, diversity and inclusion <p>Experience</p> <ul style="list-style-type: none"> Experience of working in a library or other relevant customer led environment (e.g. retail, doctors' surgery, hospitality) Experience of driving medium and large vans and undertaking routine maintenance tasks. Experience of working in a mobile/remote job role Experience of working on events and delivering services in outdoor public settings (e.g. retail, festival/event work) <p>Skills</p> <ul style="list-style-type: none"> Proficient in the use of Microsoft Word, Excel, Teams and Outlook A good standard of physical fitness including the ability to carry out manual handling of large objects Able to complete a range of tasks with a high degree of accuracy such as data entry and mathematical calculations 	<p>Requirements at this level in addition to level 3A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> Continued CPD to support service delivery and expansion <p>Knowledge</p> <ul style="list-style-type: none"> High level knowledge of Medway's geography Knowledge of wider council service offers relevant to library customers <p>Experience</p> <ul style="list-style-type: none"> Experience operating electric/hybrid fleet vehicles At least 12 months experience operating a mobile, pop-up or delivery library service in a wide variety of indoor and outdoor settings Experience of selecting stock for library customers based on past borrowing history and likely interests <p>Skills</p> <ul style="list-style-type: none"> Able to work in remote or outdoor settings for extended periods of time with no direct access to a line manager Advanced driving skills sufficient to safely operate a large vehicle within a built up, high density urban centre Able to levy payments by cash and card with a high degree of accuracy Able to carry out banking and similar financial processes with a high degree of accuracy 	<p>Requirements at this level in addition to level 3A and 3B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> Knowledge of advanced driving techniques for fuel consumption efficiency Knowledge of service and council objectives relevant to service Knowledge of external/internal partner services relevant to library customers <p>Experience</p> <ul style="list-style-type: none"> Experience delivering outreach library services at festivals and events within Medway Experience of carrying out high level stock management for the pop-up library service <p>Skills</p> <ul style="list-style-type: none"> Able to act as an effective on-site duty manager for the pop-up library or other off-site library engagement events Able to provide in-depth support for customers to access remote/digital library services such as e-lending and web services Able to operate as a back up driver for the library delivery van Able to assist with and/or deliver library events in remote settings.

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		Support library customers in using library services including but not limited to e-resources, physical stock and in-branch services.	<ul style="list-style-type: none"> • Able to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans • Able to work with minimal supervision, referring to a manager as required. • Able to communicate clearly and effectively with a range of audiences using a variety of communication methods. • Able to deal with work-related pressure, for example from competing deadlines and/or conflicting demands • Able to deliver a range of public events • Able to work with adaptability and flexibility • Able to create an inclusive environment where library users feel a sense of belonging regardless of background. • Able to drive vans of varying sizes and body types, including electric vehicles • Good customer service skills 		
Community Librarian	Range 5	<p>Contribute to the development of a high quality, socially inclusive library and information service within directorate policy and guidelines, which identifies and provides for the needs of local communities by developing new services and further developing existing services in line with the overall objectives of the directorate.</p> <p>Lead on the development of service offers and effective stakeholder engagement for one or more designated areas of service provision within the library service, with particular regard to the social demographics of Medway.</p> <p>Lead and participate in project teams focused on the development of library service offers and engagement for one or more designated areas of service provision within the library service, in order to ensure that the Council provides a library service which meets the particular needs of residents within the various social demographics of Medway.</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A degree, or equivalent level 6 qualification, in library and/or information studies, or • A degree in any discipline, and a postgraduate qualification in library and/or information studies, or equivalent level 7 or 8 qualification, or • 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 <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of current developments in library and information services • In-depth knowledge of library resources, including e-resources, applications and support services • Knowledge of the current range of public library operations and services available within Medway and the wider sector • A good understanding of equality, diversity and inclusion. • A good understanding of GDPR legislation and best practice in relation to information sharing. 	<p>Requirements at this level in addition to level 5A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Continued CPD to support and enhance service delivery <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of how to plan projects and tasks in a structured way, monitor progress against plans and embed these into working practice • Advanced knowledge of relevant specialist areas of library and information services • Advanced role-specific knowledge within the library sector, e.g. digital, young people, health and wellbeing, etc. • Working knowledge of legislation relating to public library provision. <p>Experience</p> <ul style="list-style-type: none"> • Experience in establishing effective internal and external partnerships to maximise opportunities to increase external funding to enhance delivery of Universal Offers • Experience in building and maintaining sound and productive working relationships with customers, colleagues and other internal and external partners and ability to engage others • Experience of developing and leading initiatives related to reader development, increasing active 	<p>Requirements at this level in addition to level 5A and 5B:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • 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 <p>Knowledge</p> <ul style="list-style-type: none"> • Advanced knowledge of wider service operations and responsibilities of Council departments • In-depth knowledge of Medway's population demographics, communities and cultural profile • Advanced knowledge of the national and regional library services provision • Advanced knowledge of current developments in society and government that impact on library services • Knowledge of current developments in the creative and education sectors relevant to Medway and/or library service • Knowledge of One Medway Council plan and service priorities • Knowledge of project management principles and methodologies <p>Experience</p>

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		<p>Organise appropriate library activities, events and initiatives which support the aims and objectives of both Medway Libraries and Medway Council in order to promote service engagement, reader development and increase active borrowers.</p> <p>Participate in the selection and promotion of stock within designated areas of service provision; and when required, manage specific collections of stock in accordance with the stock management policy and guidance from the Stock, Systems and Contracts Manager in order to ensure that Medway Libraries holds stock which reflects customer wants and supports engagement in the service.</p> <p>Consult and work with local communities and groups, including Medway Council colleagues in order to ensure that services are developed and operated in a customer focused way and publicise and actively promote library and related services to all sectors of the community, both users and non-users in collaboration with the front facing service, including managing and/or contributing to social media accounts for Medway Libraries as required in order to promote service engagement, reader development and increase active borrowers.</p> <p>Deliver customer enquiry services and provide information and assistance to customers by all available means in order to promote service engagement and reader development.</p>	<p>Experience</p> <ul style="list-style-type: none"> • Experience working within a library service setting • Experience of organising and managing public events • Experience of delivering a fully inclusive library and information service • Experience of being accountable, with supervision, for budgets including monitoring and ensuring effective spend of budget <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook • Able to analyse and interpret complex information and situations. • Able to develop solutions and plans for the medium term, adopting an imaginative and innovative approach. • Well-developed communication skills suitable to present complex/sensitive information in an understandable way, to a range of audiences. • Able to deal with high levels of work-related pressure, such as competing deadlines, interruptions or conflicting demands • Able to supervise, co-ordinate or train other employees as and when required. • Able to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of customers and colleagues • Able to apply specialist area knowledge to practical solutions. • Able to act as an effective duty manager at designated times • Able to represent the service effectively at a range of outreach and partner events • Able to create an inclusive environment where library users feel a sense of belonging regardless of background. • Positive attitude to customer care showing enthusiasm and commitment when dealing with a range of enquiries from internal and external stakeholders. 	<p>borrowers or expanding cultural engagement within libraries</p> <ul style="list-style-type: none"> • Experience in acting as an ambassador for the library service • Experience in selection and promotion of stock within designated area of service provision • Experience in handling and resolving problems not covered by current procedures by applying creative skill and applying appropriate remedies • Experience of coping well under extreme pressure and difficult situations • Experience of supervising, co-ordinating or training other employees or volunteers • Experience in delivering impactful training to a range of audiences <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of a wide range of computer applications for collaborative working / presentations, e.g. PowerPoint/social media platforms • Able to adopt a creative, imaginative and innovative approach to problem solving • Able to build and develop productive project teams, setting clear objectives and identifying better ways of working, managing change effectively • Able to create and deliver training and development sessions • Able to present clearly formulated ideas to senior managers to improve services and opportunities to wider audiences • Able to support and lead projects within the multi-disciplinary teams • Able to work independently, use initiative with good decision making skills. 	<ul style="list-style-type: none"> • Experience developing strategies and plans for high quality library services that are relevant to the needs of existing and potential users • Experience developing strategies and plans to meet the needs of existing and potential library customers through expanding and developing library service offers • Experience of developing and implementing plans for service development/activities over a period of 2 to 5 years • Experience managing a funded project • Experience managing programmes with internal and external partners to deliver against service targets and to enhance delivery of Universal Offers <p>Skills</p> <ul style="list-style-type: none"> • Act as a role model to promote equality and manage diversity in the workplace and service provision, ensuring everyone has appropriate and fair access and support • Able to analyse the strategic vision of the Library Service and the Council and interpret it to develop practical and achievable work plans and solutions for the medium term – 2 to 5 years • Able to actively identify opportunities for external funding to enhance the library service provision; apply for funding and where successful lead the project to completion

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		<p>Pursue opportunities for grant funding and other financial support for the library service in order to provide means to expand and enhance library services where council resources are constrained.</p> <p>Undertake the responsibilities of duty manager, including supervising, co-ordinating and training other employees within designated libraries in order to support junior staff in carrying out their duties and responding to challenges in the absence of senior management.</p>			
Partnerships and Learning Manager	Range 5	<p>Lead on the development of library service offers in accordance with council and service priorities and universal library offers. This will include developing, leading, implementing and reviewing all project activities, including budget monitoring, to ensure successful delivery.</p> <p>Lead on consultation with local communities and groups as well as internal and external partners to develop events and offers for readers informed by customer need.</p> <p>Lead on the development and promotion of a wide range of activities, events and initiatives within libraries which support the aims and objectives of both Medway Libraries and Medway Council</p> <p>Lead on the design and implementation of measures to promote public engagement with the library service, develop and enhance reader offers and increase active borrowers.</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A degree, or equivalent level 6 qualification, in library and/or information studies, or • A degree in any discipline, and a postgraduate qualification in library and/or information studies, or equivalent level 7 or 8 qualification <p>Knowledge</p> <ul style="list-style-type: none"> • In-depth knowledge of current developments in library and information services • In-depth knowledge of library resources, including e-resources, applications and support services • In-depth knowledge of the current range of public library operations and services available within Medway and the wider sector • Knowledge of local government financial regulations and procurement processes • Political awareness and In-depth knowledge of developments and issues facing library services and local government more generally • Knowledge of project management principles and methodologies. • A good understanding of equality, diversity and inclusion and how these impact the workplace. • A detailed understanding of GDPR legislation and best practice in relation to information sharing. <p>Experience</p>	<p>Requirements at this level in addition to level 5A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Continued CPD to support service delivery and expansion <p>Knowledge</p> <ul style="list-style-type: none"> • Advanced knowledge of library sector best practice and developments/trends in publishing impacting service focus • Expertise in imaginative and creative thinking which is not limited to defined policies <p>Experience</p> <ul style="list-style-type: none"> • Experience of supervising, managing and co-ordinating the output of contractors • Experience in developing partnership working with other professionals, liaising with other service providers and outside partner agencies to achieve improved outcomes. <p>Skills</p> <ul style="list-style-type: none"> • Able to effectively manage all stakeholder expectations and communicate effectively when making plans or dealing with organisational change • Confident in dealing with unusual situations where there are no recognised regulations in place. • Able to provide clear and concise information to help others understand policies and procedures • Able to adapt effectively to new ways of working, including taking on additional duties 	<p>Requirements at this level in addition to level 5A and 5B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Advanced knowledge of best practice relating to community development and promoting cultural engagement through libraries. • In-depth knowledge of project management methodologies sufficient to coach and train colleagues <p>Experience</p> <ul style="list-style-type: none"> • Has experience building long term strategic plans for delivery over a long timescale (e.g. 5 years or more) • Has 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 • Experience in carrying out large scale consultation and feedback exercises to inform service development activities <p>Skills</p> <ul style="list-style-type: none"> • Able to provide effective leadership across the service for large scale projects which involve roles and teams outside of direct reports for this post.

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		<p>Lead on the recruitment and development of library service volunteers and work experience placements and the respective offers for these posts.</p> <p>Manage and supervise the work of the Community Librarians and Community Library Officers, setting appropriate work and development plans to ensure career aspirations and developmental opportunities are met.</p> <p>Manage the operation of the council's mobile library service, setting routes and timetables for the staff team to operate effectively in schools and communities without a static library as well as a range of festivals and other events.</p> <p>Manage the policies and operation of the Home Library Service, ensuring that all vehicles and equipment are maintained in safe working order and working with staff and volunteers to expand and refine the service offer.</p> <p>Design, review, agree and implement policies and procedures relating to the delivery of Library Services in conjunction with the Libraries and Archives Management Team. This may also include participation in planning and implementing change programmes and monitoring the work of contractors and partners.</p> <p>Identify and pursue opportunities for grant funding and other financial support for the library service in order to deliver service provision.</p>	<ul style="list-style-type: none"> • Experience of managing, co-ordinating and providing training and development to a multi-disciplinary team. • Experience of supervising, managing and co-ordinating the output of other employees and volunteers including those working remotely or across multiple locations. • Experience of financial management of large expenditures up to £500,000 from an agreed budget including setting, monitoring and ensuring effective spend of budget • Experience of working with a strategic focus, including developing strategies and plans for delivery over several years • Experience of working with a range of other services and stakeholders to deliver service objectives within a large complex organisation, • Experienced in identifying, planning and managing a wide range of resources efficiently • Demonstrated experience in managing projects from initiation to closure. • Experience of reviewing, writing, developing and implementing service related policies and procedures. <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Excel, Teams and Outlook • Able to work independently within clear guidelines and regularly use initiative to make decisions, referring to more senior officers as required. • Able to supervise, co-ordinate, train and develop a multi-disciplinary team • Able to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term • Able to use well developed communication skills to present complex information in an understandable way, to a range of audiences. • Able to manage and deliver multiple high priority projects with competing demands and deadlines • Able to deal with high levels of work-related pressure, for example from urgent priority work, repeated interruptions or conflicting demands • Able to apply specialist area knowledge to practical solutions. 	<p>outside the core scope of the role for defined periods of time</p> <ul style="list-style-type: none"> • Able to provide advice, guidance, information and constructive feedback to enable employees to carry out their roles effectively. • Regularly offers fresh ideas and innovative solutions to problems. • Monitors the effects of own decisions and takes ownership for own actions 	<ul style="list-style-type: none"> • Able to secure buy-in and resource/financial support from internal or external support for a range of projects • Able to effectively undertake long term planning for service development of a 5 year period. • Able to effectively communicate change proposals, encourage and obtain agreement for new ways of working from a wide range of audiences • Able to take on a wide range of work beyond the scope of the role, such as covering key duties of roles at the same organisational level within the service for extended periods or covering additional duties delegated from the Library Service Manager for up to 3 months

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			<ul style="list-style-type: none"> • Good negotiation, influencing and persuasive skills and ability to collaborate effectively with others • Good problem solving skills, and able to identify and address issues, risks and opportunities. 		