

Job Description

Job title	Community Librarian
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 4
Reports to	Partnerships and Learning Manager

Main purpose of the job:

To contribute to the development of a high quality, socially inclusive library and information service within directorate policy and guidelines. To identify and provide for the needs of local communities by developing new services and further developing existing services in line with the overall objectives of the directorate.

To lead on the development of service offers and engagement for one or more designated areas of service provision within the library service, with particular regard to the social demographics of Medway.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

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.

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.

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 Systems and Contracts Manager in order to ensure that Medway Libraries holds stock which reflects customer wants and supports engagement in the service.

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 social media accounts for Medway Libraries as required in order to promote service engagement, reader development and increase active borrowers.

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.

Deliver customer enquiry services and provide information and assistance to customers by all available means in order to promote service engagement and reader development.

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.

Undertake the responsibilities of duty manager within designated libraries in order to support junior staff in carrying out their duties and responding to challenges in the absence of senior management.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Partnerships and Learning Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A degree in library and/or information studies, or
- A degree in any discipline, and a postgraduate qualification in library and/or information studies, or
- Relevant and adequate library experience (guideline – minimum of 2 years) and currently studying for either a degree in library and/or information studies, or a postgraduate qualification in library and/or information studies

Level B (in addition)

- <add in role specific qualification>

Level C (in addition)

- <add in role specific qualification>
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Knowledge

Level A

- 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

Level B (in addition)

- <add in role specific knowledge>

Level C (in addition)

- <add in role specific knowledge>
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Experience

Level A

- Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary.
- Demonstrable experience working within a library service setting.
- Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.
- Demonstrable experience of organising and managing public events

- Demonstrable experience of delivering a fully inclusive library and information service

Level B (in addition)

- Demonstrable experience of social media management
- Demonstrable project management experience

Level C (in addition)

- <add in role specific experience>
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term, adopting an imaginative and innovative approach.
- Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Demonstrates the ability to deal with high levels of work-related pressure, such as competing deadlines, interruptions or conflicting demands
- Demonstrable ability to supervise, co-ordinate or train other employees as and when required.
- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of customers and colleagues
- Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day.
- Demonstrable experience of being accountable, with supervision, for budgets of up to £50000 including setting, monitoring and ensuring effective spend of budget

Level B (in addition)

- <add in role specific skills>

Level C (in addition)

- <add in role specific skills>