

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Library Assistant (Casual)	Range 3	Deliver a broad range of frontline customer service activities for library and other council services and respond to customer enquiries from a diverse range of residents and visitors across a range of formats Deliver a range of public events for all ages and groups within Libraries and Community Hubs to further reader development and service engagement. Work with children, young people, schools, Medway Council departments and other stakeholders/stakeholder groups on a regular basis Levy fees and charges from the public and carry out banking and other financial processes with a high degree of accuracy Publicise and actively promote library services and stock, make recommendations to senior staff on service development opportunities Support library customers in using library services including but not limited to library ICT, e-resources, physical stock and online services Support the Library Manager (Libraries) in the execution of their duties as required; this may include deputising for	Requirements at this level: Qualifications - 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 Knowledge - Knowledge of a range of library resources, including book stock, Audiovisual, applications and support services. - Knowledge of the range of council services available through Community Hubs and libraries Experience - Experience working as part of a team - Experience of working in a library or other customer led environment (e.g. retail, doctors' surgery, hospitality) - Experience in handling cash and/or card payments for customer transactions Skills - Proficient in the use of Microsoft Word, Excel, Teams and Outlook - Able to complete a range of tasks with a high degree of accuracy such as data entry, mathematical calculations and cash/card payment handling - 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.	Requirements at this level in addition to level A: Qualifications - Continued CPD to support service delivery and expansion Knowledge - In-depth knowledge of library customer base - In-depth knowledge of council services offered through Community Hubs and libraries - Knowledge of supplementary library services including e-resources, outreach functions and partner services - Knowledge of borrower trends within public libraries - Knowledge of library stock across a range of genres Experience - Experience of providing full range of Community Hub services including operation of non-library IT programs such as Jadu/Lagan - Experience of working in a range of Community Hubs and Libraries - Experience of working out of hours library events such as lectures, festivals and hosted performances Skills - Able to assist with the delivery of library specific events - Able to make informed stock recommendations for customers within a specific genre/age profile - Able to deliver a range of library events including child events as the support officer - Adopts a positive, enthusiastic approach to customer service - Actively reviews and reflects on own work output and identifies areas for growth and development - Proactively offers support to colleagues with day-to-day duties.	Requirements at this level in addition to level A and B: Qualifications Knowledge - Knowledge of library aims, outcomes and targets on a local and national basis - Knowledge of Medway Council corporate priorities and the role libraries and community hubs play in achieving these. - In-depth knowledge of library stock across a range of genres and formats Experience - Experience of working in a wide range of Community Hubs and Libraries covering a wide range of service points and roles - Experience of providing keyholder cover for Community Hubs and Libraries - Experience of working in off-site/outreach service settings such as school visits/mobile library/external events Skills - Able to carry out essential back office processes such as banking, stock checks, topic box selection, HLS selection - Able to make informed stock recommendations for customers of all ages across a wide range of genres/stock types - Able to deliver a range of library events including early years events as the lead officer - Able to provide training, support and guidance to colleagues at all levels - Adopts a proactive, positive, enthusiastic approach to customer service, anticipating customer need and acting beyond main scope of role to assist customers

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		them on occasion and providing training and development to new or less experienced staff. Act as keyholder within designated libraries with responsibility for securing these premises at appointed times	- Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands. - Able to create an inclusive environment where library users feel a sense of belonging regardless of background.		- Actively seeks out opportunities for growth, development and skills improvement - Prioritises customer experience improvement, identifying ways to improve service offers and making recommendations to senior officers for implementation
Library Assistant	Range 3	Deliver a broad range of frontline customer service activities for library and other council services and respond to customer enquiries from a diverse range of residents and visitors across a range of formats Deliver a range of public events for all ages and groups within Libraries and Community Hubs to further reader development and service engagement. Work with children, young people, schools, Medway Council departments and other stakeholders/stakeholder groups on a regular basis Levy fees and charges from the public and carry out banking and other financial processes with a high degree of accuracy Publicise and actively promote library services and stock, make recommendations to senior staff on service development opportunities Support library customers in using library services including but not limited to library ICT, e-resources, physical stock and online services	Requirements at this level:	Requirements at this level in addition to level A:	Requirements at this level in addition to level A and B:
			<u>Qualifications</u> - 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 <u>Knowledge</u> - Knowledge of library resources, including book stock, Audiovisual, applications and support services. - Knowledge of the range of council services available through Community Hubs and libraries <u>Experience</u> - Experience working as part of a team - Experience of working in a library or other customer led environment (e.g. retail, doctors' surgery, hospitality) - Experience in handling cash and/or card payments for customer transactions <u>Skills</u> - Proficient in the use of Microsoft Word, Teams, Excel and Outlook - Able to complete a range of tasks with a high degree of accuracy such as data entry and mathematical calculations	<u>Qualifications</u> - Continued CPD to support service delivery and expansion <u>Knowledge</u> - In-depth knowledge of library/community hub customer base - In-depth knowledge of council resources/services offered within libraries and community hubs - Knowledge of supplementary library services including e-resources, outreach functions and partner services - Knowledge of borrower trends within public libraries. - In-depth knowledge of library stock across a range of genres <u>Experience</u> - Experience of leading engagement activities for customers - Experience of participating and promoting key library initiatives such as Summer Reading Challenge and World Book Day - Experience of working out of hours library events such as lectures, festivals and hosted performances <u>Skills</u> - Able to deliver a range of library events, including child events, as the lead officer - Able to carry out essential back office processes such as banking, stock checks, topic box selection, HLS selection, statistical returns	<u>Qualifications</u> <u>Knowledge</u> - Knowledge of library aims, outcomes and targets on a local and national basis - Knowledge of Medway Council corporate priorities and the role libraries and community hubs play in achieving these. - In-depth knowledge of library stock across a range of genres and formats <u>Experience</u> - Experienced in undertaking one or more of the following roles within a library or community hub: - Stock Champion - Children's Champion - Digital Champion - Community Engagement Champion - Staff Forum rep - Project team participant - Social Media team participant - Experience in buddying and training new starters - Experience acting as an effective shift duty manager within a library or community hub <u>Skills</u> - Able to effectively deputise for the Library Manager in their absence - Able to communicate sensitive or contentious information effectively to a range of audiences

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		Support the Library Manager in the execution of their duties as required; this may include deputising for them on occasion and providing training and development to new or less experienced staff. Act as keyholder within designated libraries with responsibility for securing these premises at appointed times	• Good problem solving and prioritisation skills • 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. • Adopts a positive, enthusiastic approach to customer service • Able to create an inclusive environment where library users feel a sense of belonging regardless of background. • Able to effectively use a range of non-library software applications such as Jada/Lagan	• Able to create effective and engaging stock displays • Able to build effective rapport with a wide range of customers • Adopts a positive, enthusiastic approach to customer service • Actively reviews and reflects on own work output and identifies areas for growth and development • Seeks out opportunities for additional training and development • Proactively offers support to colleagues with day-to-day duties	• Able to analyse trends relating to library usage and make recommendations to managers and librarians on opportunities to develop services • Able to provide training, support and guidance to colleagues at all levels. • Able to co-ordinate and monitor the work of casual library assistants and volunteers as required • Adopts a proactive, positive, enthusiastic approach to customer service, anticipating customer need and acting beyond main scope of role to assist customers • Actively reviews and reflects on work output of the team and identifies opportunities for service improvement • Actively seeks out opportunities for growth, development and skills improvement • Prioritises customer experience improvement, identifying ways to improve service offers and making recommendations to senior officers for implementation
Library Operations Officer	Range 3	Support the Operations Manager in administering the staffing functions of the Libraries and Community Hubs by maintaining timetables and overtime/casual staff booking records Act as a primary point of contact for incoming sickness absence calls to the Library and Archives Service, arranging emergency cover as directed by the Operations Manager Organise and support the delivery of a range of internal and external service meetings in order to ensure the effective operation of the library service and maintenance of key partnerships. Co-ordinate staff training as directed by the Operations Manager and maintain records of staff training	Requirements at this level:	Requirements at this level in addition to level A:	Requirements at this level in addition to level A and B:
			<u>Qualifications</u> • 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 <u>Knowledge</u> • Knowledge of library resources, including book stock, Audiovisual, applications and support services. • Knowledge of the range of council services available through Community Hubs and libraries • Knowledge of current developments and best practice in public libraries • Understanding of the role of public libraries in the community • Understanding of budgets and an awareness of the importance of keeping within allocated budgets • Knowledge of the applications of Microsoft Excel for data analysis <u>Experience</u> • Experience working as part of a team • Experience of working in a library or other customer led environment (e.g. retail, doctors' surgery, hospitality) • Experience in creating and maintaining databases	<u>Qualifications</u> • Continued CPD to support service delivery and expansion <u>Knowledge</u> • In-depth knowledge of council resources/services offered within libraries and community hubs • Knowledge of supplementary library services including e-resources, outreach functions and partner services • Knowledge of s106/CIL processes and regulations. <u>Experience</u> • Experience co-ordinating staff work assignments across multiple libraries and community hubs • Experience co-ordinating and minuting a range of internal meetings • Experience in supporting a range of library projects	<u>Qualifications</u> <u>Knowledge</u> • Knowledge of capital/revenue funding opportunities available to libraries and community hubs • Awareness of best practice within library/community space design • Knowledge of community and professional partnership best practice within the library sector <u>Experience</u> • Experience undertaking building surveys in conjunction with senior management and/or internal Health and Safety colleagues • Experience making recommendations to senior management on operational change opportunities for library services

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		Support the Operations Manager in the development and promotion of council and third party service provision within libraries Provide support to various projects across the library service as required; this may include analysing and interpreting information and developing and implementing solutions and/or new ways of working. Co-ordinate requests for and maintain records of funding and resources for the library service including but not limited to Section 106/Community Infrastructure Levy funds, grant funding and support in kind to support the development of the library 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 Support the Operations Manager and Library Managers in respect of health and safety and facilities management within the library service, co-ordinating requests and orders for building and equipment maintenance works. This may include representing or deputising for management at appropriate meetings, undertaking building surveys and supervising contractors undertaking work onsite.	- Experience of working with other council services and ideally with external agencies Skills - Proficient in the use of Microsoft Word, Excel, Teams and Outlook - Able to complete a range of tasks with a high degree of accuracy such as data entry and mathematical calculations - Able to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans - Able to communicate clearly and effectively with a range of audiences using a variety of communication methods. - Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands. - 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.	- Experience maintaining large, complex databases Skills - Able to communicate clearly and confidently with internal and external stakeholders at a range of levels - Able to co-ordinate colleagues for library staffing cover - Able to work with colleagues across the library service to ensure service plan targets are met. - Able to work independently and use initiative to make decisions.	- Experience in providing support to projects involving other council departments and/or external partners - Experience in supervising contractor works for small scale capital/maintenance works within libraries Skills - Able to deputise effectively for the Operations Manager at specified times such as quarterly H&S meetings - Able to analyse and interpret more complex information. Developing and implementing solutions and or new ways of working. - Able to use practical/procedural/organisational/policy knowledge to inform decision making and identify practical solutions. - Confidently handle unexpected problems independently. - Actively seeks out opportunities for growth, development and skills improvement - Able to communicate sensitive or contentious information effectively to a range of audiences - Able to analyse trends relating to library usage and make recommendations to managers and librarians on opportunities to develop services

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Library Manager	Range 5	Lead staff teams in Libraries and Community Hubs and project teams cutting across the service and wider council ensuring that staff have the knowledge and skills needed to perform their roles effectively in order to provide an effective and efficient Library Service that meets the needs of customers. Manage all aspects of staff and building Health & Safety within specified libraries ensuring compliance with all relevant Health & Safety legislation, to ensure a safe working environment for staff and customers. This may include supervising capital and maintenance works contracts within specified libraries. Plan, organise and develop appropriate library activities, events and initiatives in conjunction with working productively with council and local partners which support the aims and objectives of both Medway Libraries and Medway Council Manage specified library budgets and maintain accurate financial records with support from the Operations Manager Allocate staff resources to deliver frontline Library and Community Hub services as efficiently and effectively as possible in order to ensure customers can fully access Library and Community Hub services with support from staff. Deliver customer enquiry services and provide	Requirements at this level: Qualifications - 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 Knowledge - Knowledge of the range of council services available through Community Hubs and libraries - Knowledge of current developments and best practice in public libraries - Understanding of the role of public libraries in the community - Understanding of budgets and an awareness of the importance of keeping within allocated budgets. - In-depth knowledge of council resources/services offered within libraries and community hubs - Knowledge of supplementary library services including e-resources, outreach functions and partner services - Knowledge of the principles of good customer service Experience - Experience managing teams within a customer facing environment. - Experience of managing a team including recruiting, on-the-job training, development and appraisal. - Experience in maintaining accurate financial records within a customer service setting - Experience of being accountable, with supervision, for large budgets including setting, monitoring and ensuring effective spend of budgets. - Experience in using a CRM system for customer service Skills - Good problem solving and decision-making skills. - Proficient in the use of Microsoft Word, Excel, Teams and Outlook - Able to analyse and interpret complex information and situations and develop solutions and plans. - Adopts an imaginative and innovative approach. - Able to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.	Requirements at this level in addition to level A: Qualifications - Continued CPD to support service delivery and expansion - NEBOSH General certificate in Occupational Health and Safety or equivalent training Knowledge - Knowledge of wider council services that complement and link to library/community hub service provision - Knowledge of building management and health and safety principles sufficient to undertake routine assessments of building safety - Knowledge of community demographics and cultural/wellbeing services for areas of Medway relevant to managed libraries/community hubs Experience - Experience of supervising teams of staff working across multiple sites and remotely. - Extensive experience of managing teams in a face-to-face customer service environment across multiple sites - Experience in supervising capital and maintenance works contracts within specified libraries - Experience in leading project teams across several libraries and/or community hubs Skills - Able to motivate and engage teams across multiple sites and work streams - Able to carry out workplace risk assessments - Able to build effective working relationships with internal and external partners	Requirements at this level in addition to level A and B: Qualifications Knowledge - Advanced knowledge of workplace health and safety e.g. asbestos awareness - Knowledge of community demographics and cultural/wellbeing services for Medway informing customer need for library and related services Experience - Experience of leading the development of initiatives to improve library customer experience - Experienced in building strategic local partnerships to expand library service/cultural/wellbeing offering - Experience in undertaking long term (18 month plus) planning for library service development within managed community hubs/libraries - Experience in taking an active role in cross-service and cross-authority projects to provide benefits and essential services for customers. Skills - Able to deputise for the Operations Manager in their absence - Able to deal with sensitive and complex HR issues satisfactorily - Able to investigate, respond to and put in place resolutions in response to customer complaints - Able to undertake long term (18 month plus) planning for engagement and activity plans within libraries - Able to lead project teams incorporating officers from across the service and other areas

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		information and assistance to customers by all available means in order to promote service engagement, reader development and high levels of customer service. This may include investigating and responding to customer complaints as required. Assist with recruiting new staff and subsequent training and development of new and existing staff to ensure that staff have the knowledge and skills to provide an excellent customer service experience. Deputise for the Operations Manager as required in order to ensure the continued effective operation of the library service.	• 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 and provide effective team leadership. • Capable of performing tasks that directly enhance the health, safety, or well-being of individuals or groups.		• Highly developed personal skills including mediation, coaching, mentoring, negotiation, motivation and team leading
Library and Community Hub Operations Manager	Range 6	Lead on the operational management of Medway's Libraries and Community Hubs, including day to day management and longer-term strategic planning for the work of the Library Managers and Operations Assistant Develop and implement plans for the delivery of high quality, socially inclusive, customer focused library and community hub services as the primary route for frontline council service. Manage budgets for Libraries, Community Hubs and relevant capital projects to ensure financial stability of service provision. Lead on the development and promotion of council and third party service provision within Libraries and Community Hubs	Requirements at this level:	Requirements at this level in addition to level A:	Requirements at this level in addition to level A and B:
			<u>Qualifications</u> • A good standard of general education (GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9) • NEBOSH General certificate in Occupational Health and Safety or equivalent training <u>Knowledge</u> • In depth knowledge of best practice in managing a face-to-face customer service environment • Understanding of developments in society/government that impact on libraries • A thorough knowledge of council safeguarding policies and procedures <u>Experience</u> • Extensive experience of working within a public library environment at senior level • Experience of supervising a team, including on-the-job training, development and appraisal • Extensive experience of managing in a face-to-face customer service environment	<u>Qualifications</u> • Continued CPD to support service delivery and expansion <u>Knowledge</u> • A thorough understanding of developments in society/government that impact on local government • In depth knowledge of service interconnectivities • Knowledge of procurement principles • In-depth knowledge of organisational HR policies <u>Experience</u> • Experience of supervising capital works • Experience of leading large scale recruitment exercises to a wide range of positions • Experience of setting medium and long term development plans for staff at various levels • Experience of overseeing projects involving multiple internal stakeholders	<u>Qualifications</u> <u>Knowledge</u> • In-depth knowledge of library sector developments and best working practices • In-depth knowledge of council frontline service offers, constraints and interdependencies <u>Experience</u> • Has experience building long term strategic plans for delivery over a long timescale • Experience of specifying and supervising major capital and/or revenue funded projects • Experience of managing multiple service budgets, identifying and implementing savings where appropriate • Experience of overseeing projects involving multiple internal and external stakeholders

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		Lead on the recruitment and ongoing development of operational library and community hub staff, ensuring that the service attracts and fosters the development of a diverse, skilled and adaptable workforce Provide a strategic lead for health and safety and facilities management within the library service, ensuring that all library and community hub buildings and equipment are maintained in safe working order and that staff have appropriate training and equipment to safely carry out their duties. This may include supervising the delivery of capital works, Represent the Libraries and Archives service at relevant organisational Health and Safety meetings and build and maintain productive working relationships with internal and external stakeholders to support effective service delivery, including deputising for the Library Service Manager as required. Design, review, agree and implement policies and procedures relating to the delivery of Library Services in conjunction with the Libraries and Archives Management Team Manage projects relating to the development of library and community hub spaces and oversee the effective delivery and successful outcome of project objectives. Develop and implement plans for increasing income generated through the Library service.	• Management experience including the ability to deploy and manage staff across multiple sites and balance competing priorities • Experience of working with the public, other local government officers and representatives of external organisations • Experience of working with a strategic focus. • Experience of project management. Skills • 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 • Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands. • Proven ability to advance tasks within guidelines, draw logical conclusions, and determine appropriate actions.	Skills • Able to identify customer needs from relevant data sources and to develop and implement plans for service delivery and improvement to meet these needs • Able to identify suitable income generation opportunities and pursue these • Able to co-ordinate projects across multiple sites • Able to provide advice, guidance, information and constructive feedback to enable employees to carry out their roles effectively • Able to use well-developed communication skills to present complex/sensitive information in an understandable way to a range of audiences. • 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. • Monitors the effects of own decisions and takes ownership for own actions	• Experience of devising and delivering strategies for skills development within a large workforce. • 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 of representing the service at external meetings. Skills • Able to advocate articulately for the needs of the service with internal and external stakeholders • Able to effectively communicate change proposals, encourage and obtain agreement for new ways of working from a wide range of audiences • Able to substitute for the Library Service Manager at key internal and external meetings • Able to plan for the future development of frontline library and community hub services over a 5 year period. • Able to provide effective leadership across the service for large scale projects which involve teams outside of direct reports for this post. • 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