

Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

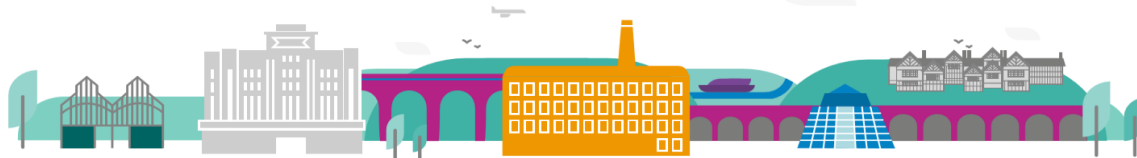
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Neighbourhood Library Officer

Service Area:

Libraries

Directorate:

Services to Place

Salary Grade:

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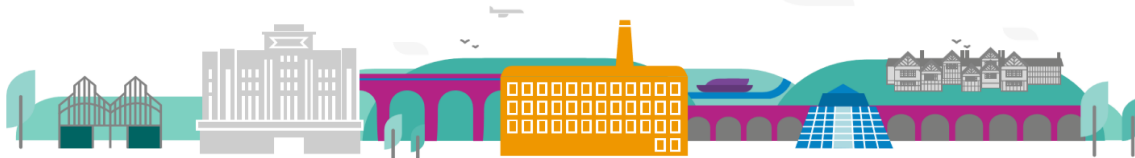
Main Purpose of the Job

The role will be designated as Neighbourhood Library Officer or Library Project Officer depending on duties assigned, but these are flexible, and the duties and designation can be changed according to the needs of the service.

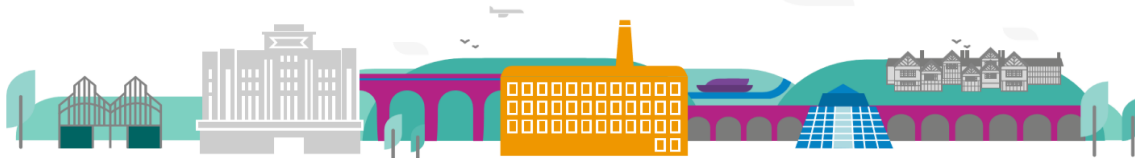
To provide a focal point for day-to-day operations of library including ensuring tasks, projects and events are delivered. To support Neighbourhood Library Managers and Library Project Managers in ensuring libraries reflect modern twenty-first century service, including the role of staff in the maintaining the library. Main contact for family hub project as family hub advocate.

Key Responsibilities

- **Day-to-day running of the library:**
 - To take the lead on assisting Neighbourhood Library Managers and take charge of the library or unit as required in their absence.
 - To understand Staff Saavy system
 - To work at any library/unit/outreach site in the Borough, either to meet organisational/operational needs or to facilitate learning opportunities.
 - To take the lead on training new staff, volunteers and Casual Library Assistants, and to support less experienced members of the staff team in their development.
 - To ensure all health and safety building checks and routine tasks are completed by library assistants
 - To be a key contact for any building maintenance visits
 - To take the lead on the responsibility, as required, for building/vehicle/stock/equipment security
 - To ensure all performance data required is completed by library assistants, meeting set deadlines
 - To take the lead on carrying out a range of tasks to keep library environment reflects aspirations of library service
 - To take the lead on dealing with payment and chasing up missing payments for invoices, including room bookings
 - To ensure the library maintains an attractive, contemporary environment, high-quality book stock and its promotion and presentation to customers
 - To take the lead on the tasks outlined under the Service Level Agreements with Stockport Homes



- To take the lead on dealing with payment and chasing up missing payments for invoices, including room bookings
- **Communication**
 - Being point of contact for library assistants at the library
 - Liaison with all members of wider library management team regarding the day-to-day running of the library
 - To support Neighbourhood Library Managers with Corporate Policies in branch
 - Represent the library as a Family Hub Advocate working with Neighbourhood Library Managers to ensure library reflects the ethos as a Family Hub Bridge
 - Support discussions with community relevant to service delivery, including ensuring all libraries are promoting events and activities
 - Support development of working parties for all staff to attend
- **Services to Community:**
 - To take the lead on welcoming customers and supporting Library Assistants to deal with enquiries and warm handovers/signposting where appropriate
 - To ensure library assistants provide services to residents reflecting expectations of library service, including face-to-face and supporting residents in using Public PCs, including working with Digital Champions
 - To support library assistants on arranging and hosting class visits to libraries from schools, ensuring all visits are delivered.
 - To ensure all libraries offer events and activities for their community, including working with library officers to set-up, promote and deliver events within the library
 - To take the lead on ensuring library reflects the needs of diverse client groups, including services delivered in a sensitive manner
 - To work flexibly to ensure adequate staffing to cover extended opening hours, including evenings and Saturdays.
- **Project Support:**
 - To support Library Project Officers with their role in deliver of projects meeting Corporate and Library Service aims
 - Gather and report on Performance data for library service to wider library management team
 - To work with ICT systems ensuring they are fit for purpose, reporting any issues to relevant Corporate or third party suppliers
 - To work with Library Service Manager, Head of Resident Service and Corporate Comms to develop and implement our library comms strategy
 - Attend meetings, events and activities as and when required both within borough and regionally
- **Other duties:**



- To contribute to continuous service improvement, particularly via constructive participation in internal or external reviews, inspections or assessments, team/departmental/Directorate meetings, and working groups.
- To take the lead on ensuring all staff participate in formal and informal customer consultation.
- To take responsibility, in partnership with the organisation, for own learning and development.
- To work flexibly to ensure adequate staffing to cover extended opening hours, including evenings and Saturdays.

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Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be considered and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
 - Experience of working for an organisation that prides itself on resident experience
 - Experience of training staff to provide services
 - Experience of monitoring systems, for example health and safety checks are completed
 - Experience of monitoring and reporting on statistics
 - Excellent communication skills using most appropriate methods of communication
 - Experience of supporting continuous improvement
 - Great organisational skills
 - Great teamworking skills
 - Experience of working with range of client groups