

Library Officer

Job Description

Directorate:	Place		
Service:	Cultural Services		
Location:	As advertised		
Salary range:	As advertised	Grade:	6
Reports to:	Team Leader	Staff responsible for:	Library Staff

Job Purpose and Scope

Lancashire Libraries is a vital service that provide spaces where people can feel safe and secure, where generations of all ages can meet freely in a public place and where learning can be encouraged.

The role is to:

- Lead and manage team of staff and volunteers to provide an excellent service to your community.
- Facilitate the delivery of activities and events.
- Assist customers to access information and resources.
- Promote the service to a wide range of customers.
- Liaise with a range of partners to enhance the service.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities / Responsibilities

- Deliver a high-quality, customer-focused library service.
- Oversee health & safety, daily cash handling, banking and building security (including opening and closing routines and key holding)
- Support customers with ICT and digital skills.
- Plan and deliver a variety of events and activities.
- Lead and manage a team including inducting and developing staff and volunteers.
- Build strong community and partner relationships.
- Respond to challenging situations and complaints effectively.
- Monitor performance and meet targets.
- Develop team plans and manage project delivery.

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- In addition to the accountabilities/responsibilities described above the post holder may be required to undertake additional equivalent or lower graded role as appropriate

Other

- **Equal Opportunities** - We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety** - All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused** - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment** - We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge** - We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive** - We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative** - We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful** - We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative** - We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- N/A

Experience

- Experience of leading and managing a team, developing and motivating staff and volunteers in line with relevant policies and procedures.

Knowledge, Skills & Abilities

Essential

- Empathy and sensitivity to wellbeing and health and safety of people
- Ability to work independently and collaboratively.
- Monitor and evaluate services to meet targets.
- Deliver and enhance a customer-focused service.
- Excellent communication skills and the ability to communicate effectively in English.
- Enthusiasm for books and reading.
- Excellent digital skills.
- Ability to undertake the working hours (rota) as advertised
- Ability to work with a range of partners and volunteers.
- Knowledge and understanding of Universal Library Offers.
- Ability to respond to challenging situations and complaints and solve problems effectively.
- Promote services and deliver a wide range of activities and events.
- Numeracy and literacy skills appropriate to the role – tested prior to the interview via a paper exercise.
- Ability to effectively manage, maintain and promote stock
- Good organisational and planning skills
- Ability to lift books and other heavy items for shelving and packing purposes

Desirable

- Relevant library experience.
- Knowledge of local, regional and national initiatives.
- Experience of financial procedures.

Other Essential Requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.

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- This post is subject to a Baseline Personnel Security Standard (BPSS)