

Role Profile

Job Title	Home Library Service Officer
Location:	Osidge Library
Department	Libraries
Directorate	Family Services
Grade:	
Salary Range:	
Reports to:	Assistant Library Customer Service Manager (CPG Locality)

1. Job Purpose:

- To provide an efficient and effective service from the Home Library Service under the direction of the ALCSM and LCSM for the relevant locality.
- To supervise Home Library Service volunteers.
- To maintain day-to-day relationships with key Home Library Service partners and stakeholders.

2. Key accountabilities:

- To select, prepare, pack and deliver materials for home delivery to residents unable to visit the borough's static libraries.
- To receipt and maintain specialist stock required by the Home Library Service and to assist branch-based staff in reshelving items returned from Home Service customers.
- To be responsible for collecting and returning small vans to and from their locations and operating them in the delivery of the service, ensuring that vehicles are roadworthy and fuelled before driving away and to follow all procedures as specified in Drivers Handbook regulations for LBB, including the maintaining of driving and vehicle records.
- To be responsible for reporting any difficulty on the road immediately to headquarters, and any vehicle fault / damage immediately to the Depot.
- To deliver home delivery services, on a single staffed basis, to customers throughout the borough.
- To produce statistics, management information and reports from library systems.
- To deliver a quality library service which is customer-centred and customer-driven, at all times.

3. Leadership responsibilities:

- To contribute to the provision of an appropriate, well-presented choice of stock for Home Library customers.

- To ensure that items added to stock are correctly identified on the catalogue, creating consistent and accurate records to facilitate customer access and to ensure that stock directly delivered is receipted and invoiced correctly.
- To prioritise and plan own workload and continuously improve on personal performance according to targets agreed through the appraisal process.
- To contribute to the general work of the team by, for example, supervising occasional Saturday, Evening and Daytime staff and volunteers and collecting performance statistics.
- To support senior staff to recruit and appoint library staff as required.
- To understand the objectives of the Service Team Plan at a local level.
- To participate in training activities and attend courses and other events as appropriate.
- To work within a pressurised team environment and be a committed team player supporting others in a continually changing environment.
- To share good practice with colleagues across the service.
- To act as duty manager when required.
- To support the deployment of volunteers across the library service including the recruitment and supervision of Home Library volunteers.

4. Financial responsibilities:

- To assist with the generation of income for the library service.

5. Health and Safety Responsibilities:

- To ensure safe and efficient delivery of service by being aware of and implementing regulations and procedures relating to health and safety of staff and public within the library.
- To ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.
- To assist the premises controller.
- To assist with current safeguarding best practice.
- To follow all procedures as specified in Drivers Handbook regulations for LBB pertaining to health and safety
- To ensure visits to individual's homes are carried out professionally and in line with Safeguarding Policies.

6. Other Responsibilities:

- To take responsibility, in the absence of senior staff, for emergency building / vehicle repairs, reporting problems as required and liaising with the Buildings Officer / Depot staff on all aspects of cleaning, monitoring and routine building / vehicle maintenance.
- To act as keyholder as required and be responsible for the security of libraries when providing cover, including setting alarms.
- To respond to customer feedback, ensuring it is handled appropriately and sensitively and referring upwards as necessary.
- To refer customers to other services using the most appropriate channels of communication.

- To ensure that a high level of confidentiality is maintained, especially regarding access arrangements for an individual's home.
- To assist with the maintenance and revision of council information in all formats under the direction of senior staff.
- To assist with the running of frontline library services as required.

6. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values:

Caring / Learning to Improve / Inclusive / Collaboration

Our Library service values align with these:

- Put the customer at the heart of everything we do
- Value equality and diversity
- Strive for excellence
- Embrace creativity and innovation

7. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

8. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
A good standard of education, equivalent to GCSE grades A -C or 9 - 4	Essential	Application
Good standard of numeracy and literacy skills.	Essential	Application
Experience of driving and a current, clean driving licence	Essential	Application
Experience & Knowledge		
Experience of working with volunteers	Essential	Application/Interview
Experience of delivering excellent customer service.	Essential	Application/Interview
Knowledge of the range of services offered at libraries.	Desirable	Application/Interview
Good standard of IT literacy.	Essential	Application/Interview
Understanding of safeguarding practice.	Essential	Application/Interview
Understanding of Health and Safety requirements.	Essential	Application/Interview
Skills and Ability		
Ability to prioritise and organise own workload.	Essential	Application/Interview

Ability and willingness to support senior officers in the delivery of services to customers.	Essential	Application/Interview
Ability to work independently and co-operatively.	Essential	Application/Interview
Communication and influencing skills		
Ability to communicate with senior managers, customers and internal and external stakeholders on a range of library related issues.	Essential	Application/Interview
Ability to provide information and advice to customers and colleagues on a range of issues.	Essential	Application/Interview
Initiative and Innovation		
Ability to support colleagues in the delivery of library services to customers.	Essential	Application/Interview
Ability to deal with a range of issues in a polite and sensitive manner.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		

Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview