

1. JOB IDENTITY

Post Title: Senior Library Administrator **Service:** Education and Children's service

Section: Libraries

Grade: Admin G

Reports to: Area Librarian/Support Librarian

2. JOB PURPOSE

- Key responsibility in the effective and successful operation of the library service
- This role may require flexible and weekend working

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Supervise staff and lead on rotas, annual leave and absence management
- Recruitment and interviewing for Customer Assistants
- Monitor training and carry out staff appraisals
- Lead on events and promotions, marketing them locally or more widely
- Ensure compliance with stock management policies
- Lead on customer engagement locally and assist on the wider agenda
- Lead on administrative tasks
- Interpret and disseminate statistical and performance management information
- Customer care duties by welcoming and assisting visitors to the facility as applicable
- A point of contact for enquiries, responding appropriately by telephone, in writing, by e-mail or in person and re-directing as appropriate
- Shelve stock when appropriate ensuring shelves are kept tidy, in the correct location and in the correct order.
- Record and provide information through appropriate systems, updating and maintaining records, files and databases in line with corporate records management standards

- Lead in the collation, preparation and provision of information; verifying and validating as necessary
- Accept and process cash for charged library services
- Liaise with Facility Management Team to record any issues with the facility
- Support the home delivery service
- Contribute to service planning for the service

4. QUALIFICATIONS AND TRAINING

Essential:

- Higher English or transferable experience and skills

Desirable:

- Customer Care Training
- Knowledge of Office 365

5. EXPERIENCE

Essential:

- Approachable
- Experience of automated and online database systems
- Experience of different digital applications
- Experience in delivering activities to a wide range of groups

Desirable:

- Ability to demonstrate robust administrative skills
- Ability to demonstrate an awareness of events management
- Ability to demonstrate an enthusiasm for working with targeted groups

6. KNOWLEDGE AND SKILLS

Essential:

- Flexible and resilient
- Customer and results focussed
- Good communication skills
- Solution focussed

Desirable:

- Ability to work on own initiative and as part of a team
- Interest in information and literacy
- Innovative and creative in your approach to delivery

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Authorized Car User It is a material condition of employment for this post that the employee holds a current full driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments. The employee will also be required to produce their licence, on request, at periodic intervals. Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment.
Politically Restricted	Not applicable to this post.