JOB OUTLINE	
JOB TITLE: Library & Customer Services Officer	**JET CODE: 7254**
DIVISION: Communities and Partnerships	
SERVICE/BUSINESS UNIT: Customer Services	
REPORTING TO: Area Customer Services Officer	
RESPONSIBLE FOR: Managing teams of front-line library and customer services staff	

JOB PURPOSE:

To provide comprehensive and quality front-line library and customer services within East Lothian.

To manage and develop a team of staff across multiple locations.

To place the library at the heart of the community by liaising with partners including Area Partnerships, Connected Communities, Schools, Health and Third Sector colleagues.

To provide and manage a range of resources.

MAIN DUTIES:

Manage, develop and support a team of staff, including induction, managing attendance, recruitment and selection, performance, development and review (PRD), performance management and formal grievance and disciplinary matters in accordance with Council policies and procedures.

Assist in the effective utilisation of staffing resources to ensure service continuity across the wider Customer Services team by supporting and covering other areas, assisted by local and service wide staff rotas.

Lead a team of staff to ensure branch task priorities are set and carried out.

Actively motivate and encourage staff to develop and maintain essential knowledge, skills and confidence commensurate with their role by completing relevant and appropriate qualifications and training.

Lead and Support staff in managing challenging behaviour in conjunction with other service areas, the Community Protection team and Police Scotland.

Hold regular team meetings for the benefit of improved communication, identifying good practice and service improvements.

Contribute to the selection, development and promotion of stock resources (both print and digital) to meet the needs of customers and communities.

Contribute towards Literacy attainment and the Reader Development Programme for East Lothian, in conjunction with appropriate partners, Education and Library staff.

Promote the development of reading and literacy skills for information and recreation, and take a lead in encouraging reading for pleasure across the wider community including outreach.

Support our communities to develop key digital skills to prevent digital exclusion.

Carry out front-line library and customer services duties, to ensure the smooth running of the service during periods of absence or reduced staffing levels, including delivery of Bookbug sessions.

Ensure the accurate recording and assist with appropriate analysis of any management statistical information and customer feedback which supports the monitoring of service delivery and informs improvements in service.

Responsible for banking and audit of income and maintaining accurate financial records for own branch(es) in accordance with East Lothian Council's policies.

Work in partnership with the wider Customer Services team to submit bids for funding which will benefit the community.

Contribute to the development of policies, procedures and strategies relating to Library and Customer Services and ensure effective and efficient implementation.

Participate on internal and external working groups, as required.

To market and promote the Library service to all stakeholders.

Contribute to the development of services available, in line with changing demands, targets and feedback, to ensure the delivery of an effective, efficient and high-quality service to both internal and external stakeholders.

Plan and manage the work of volunteers and work experience placements.

Assist in the management of procedures relating to the health and safety of staff and visitors within the Library/Area Office in accordance with the Council's Health and Safety Policy and legislative requirements.

Monitor data held locally and review data retention in line with General Data Protection Regulations (GDPR).

Promote equality and diversity in employment and in access to services.

Consider Climate change and sustainability in all services which you provide.

Promote a positive image of the library and customer services by providing excellent customer care.

Promote the Council's vision and values and a corporate culture that is positive and customer focused.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Degree level qualification or equivalent **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through significant experience of managing a team delivering customer services and/or library services.

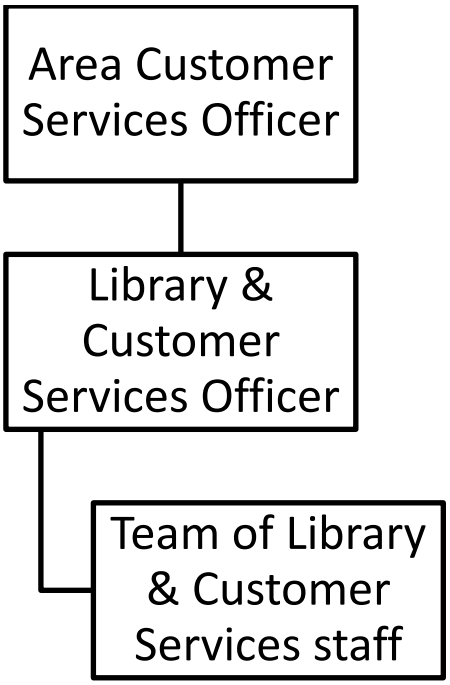
Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**

Scottish Social Services Council:

- None.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to degree level or equivalent **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through significant experience of managing a team delivering customer services and/or library services. This role requires **PVG clearance** for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement.**	Degree level qualification in Librarianship or Information Science and/or postgraduate qualification in Librarianship or Information Science Membership of Chartered Institute of Library and Information Professionals (CILIP) Management Qualification e.g. Chartered Management Institute Level 3 Diploma Customer Service Professional Qualification – Certificate Level
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer service and/or library environment Experience of managing staff in front-line customer services and/or library environment Experience of managing performance and meeting targets Experience in coaching/ mentoring/ training or tutoring Experience of handling cash and reconciliation	Evidence of partnership working Experience of dealing with challenging behaviour Project management experience
Knowledge/ Skills /Competencies	Knowledge of a wide range of books and reading tastes	Ability to support performance to meet targets

	Understanding of effective customer care Understanding of the diverse needs of customers Awareness of equalities and diversity Effective verbal and written communication skills Effective organisational and time management skills Digital skills, including the use of Microsoft 365 applications and systems database navigation	Knowledge of trends and issues for the public library sector Knowledge of library management systems Knowledge of stock management Knowledge of relevant statutory legislation Knowledge of relevant local and central government policies
Personal Qualities	Ability to work to a high degree of accuracy, paying close attention to details Ability to use own initiative Ability to multi-task Ability to investigate and resolve problems Ability to prioritise work under pressure and to meet deadlines Ability to work flexibly as part of a team Ability to manage effective relationships with tact and diplomacy Ability to deal sensitively with individual clients, including the need to maintain confidentiality	Ability to be creative
Council Behaviours	We are Person Centred We Initiate and Embrace Change	

	We Strive to be the Best we can be We make things Happen We work Together	