

## Librarian – Grade 9

### Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

The role of Librarian involves working in communities with partners, delivering Council priorities and national initiatives. The role involves developing and delivering an outreach offer based on these themes. Key areas of responsibility include organising and assisting with activities, answering complex enquiries, managing, and promoting the stock and training staff and volunteers. As Librarian you will support on a key theme across all libraries. A team player you will work with partners, service providers and other Council Services.

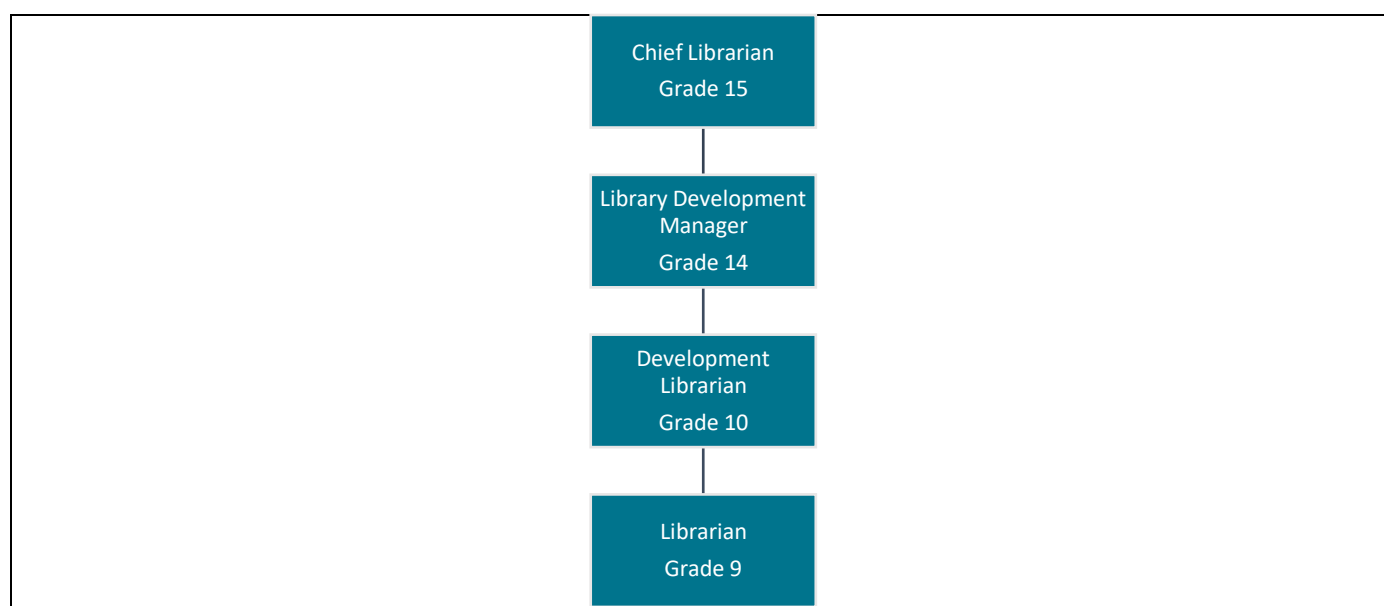
This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

### Key areas of responsibility

- This is a key role ensuring the delivery of library services to the public. Responsible for answering enquiries, information provision and signposting, managing, and promoting the stock, training staff and volunteers, planning, organising, and assisting with activities in Libraries and community venues for children and young people, lifelong learners, older people, and any other groups using the service.
- Keep abreast of local, national, and regional initiatives affecting library services and use this knowledge to contribute to the delivery of the Service.
- Your role will require you to support a key theme.
- Work collaboratively with Development Librarians, Customer Service Managers and Volunteer Coordinators in the planning and delivery of activities and new initiatives that contribute to the national, regional, and local offers.
- Engage with communities in the area and work collaboratively with voluntary groups, community groups and partners ensuring efficient delivery of services to the public.
- Liaise with internal departments and non-Council services to resolve complex customer enquiries and to assist in the monitoring of service standards.
- Actively promote and encourage usage of libraries, making full and efficient use of all resources to deliver a relevant and sustainable service.
- A library service delivered to a high professional standard and to the highest level of customer satisfaction providing a full programme of library related activities for all sections of the community.
- A responsive, customer focused library service providing a full range of library services to all sections of the community in an effective way to meet the Councils priorities and national initiatives.
- A varied programme of activities to promote libraries.
- Creates and develops successful relationships to support partnership working.

- Maximise community use of libraries by those groups and sections of the community which have not yet been engaged with other agencies.
- A comprehensive and speedy information service dealing with a wide range of complex enquiries.
- Well balanced stock which adheres to the stock policy and meets the educational and recreational needs of the customer.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
First degree and postgraduate qualification in Information and Library Management, or degree in Information and Library Management, or be able to demonstrate equivalent relevant experience.	Essential
Experience of working in a library in either a professional or non-professional capacity.	Essential
Experience of working in a customer service environment, demonstrating excellent customer service and excellent interpersonal skills at all times and have the ability to communicate effectively at all levels of the organisation.	Essential
Experience of working with children and young people, lifelong learners, and older people either in a library or non-library setting.	Essential
Knowledge and awareness of a range of services provided by the Council.	Essential
Experience of stock work in a library context.	Essential

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of outreach activities, working with, and developing and promoting services to, hard to reach and sometimes challenging groups.	Essential
Competent in the use of IT and digital technology and an awareness of social media.	Essential
Work co-operatively with partners, other service providers and Council services.	Essential
An awareness and understanding of current national, regional, and local library service initiatives.	Essential
Ability to carry out duties in line with Health and Safety issues in the working environment.	Essential
Ability to work flexibly to meet the needs of the service.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

## For Office Use Only:

Job Category	Customer Services	Grading ID	1211
Job ID	80100748	Last Updated	January 2022
Job Focus	No	Career Progression	No

### Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		