**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Library and Information Advisor |
| **Job Reference** | 20469 |
| **Grade and Salary** | 3 - £25,185 per annum (pro rata)This role includes performance related pay progression |
| **Service and Team** | Suffolk Community Libraries – Kessingland Library |
| **Location** | Kessingland Library, Marram Green, Hall Green, Kessingland, Lowestoft NR33 7AH – On site working  |
| **Hours per week** | 5.33 hours per week – worked on a 2 week rota, one weekend on one weekend off |
| **Status** | **Permanent**  |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

A Library and Information Advisor works directly with customers, colleagues, the community and volunteers to deliver the local library service as specified and required. Under the direction of the Library Manager, they will carry out all routine library duties, help and support customers with their diverse library and information needs, and work with volunteers and community groups to raise the profile of the library in the community.

Staff in this role are often the face of the library service; they have a high level of direct customer contact and are very influential in determining how customers perceive the service. It’s essential that they offer flexible and empathetic customer service, have strong knowledge of Suffolk’s library services and can work well with their team and their line manager on the developing local library offer.

Customer expectations of library staff are high. They expect them to be knowledgeable about online and print sources, information, IT and reading and responsive to their needs. Library staff need to be resourceful, curious, approachable, and creative if they are to keep up with these expectations.

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| **About the team**  |

Library and Information Advisors work within Suffolk Libraries’ local branches, supporting community engagement and delivering frontline services. The team collaborates with volunteers, community groups, and other council services to promote inclusive access to learning and information.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Work under the direction of the Library Manager and as part of a team to assist, help and support customers, enabling them to understand and use the full range of library services on offer.
* Carry out the full range of routine library procedures, lending, supporting self-service, downloading, shelving, taking payments, stock work and finding customer requests.
* Help and support customers with their diverse information and learning needs, answering questions, signposting or enabling people to find the information for themselves.
* Help customers of all ages with their reading choices and provide support for them in using the digital library services.
* Work with volunteers to offer outreach library services, events or programmes in the library.
* Work with the community group on local programmes or events or fund-raising activities as required.
* Help children and families with their learning and information needs, as individuals or with groups.
* Be responsible for keeping themselves up to date, communicating well with colleagues on areas of interest, developments and safety matters, using email, the intranet, staff meetings.
* Take responsibility in the absence of the library manager for the delivery of library services, reporting and cash management.
* Contribute to team planning and decision-making on projects including events, and the hosting of visitors/performers/speakers to the library.
* Be responsible for your own safety and wellbeing and that of others.
* To follow fire prevention measures, security measures and the practice of good housekeeping.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/)](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Developed understanding of customer service principles and practice.
2. Excellent communication skills to be able to communicate effectively with customers, volunteers, community group members, other partners, work colleagues and external organisations
3. Operating competence in standard computer literacies – using browsers, email, spreadsheets, word processing, online commerce, downloading, using a variety of devices and applications
4. An interest and awareness of how to identify current publishing trends, reader recommendations, and titles for a variety of reader needs and capabilities.
5. Ability to understand and interpret customer information or advice needs and tailor the response accordingly.
6. Good understanding of Suffolk Community Libraries services, products, online sources and the library website
7. Local knowledge, and the ability to identify local events, facilities and services.
8. Knowledge of data protection
9. Knowledge of safeguarding
10. Knowledge of and a commitment to equalities
11. Ability to remain calm when dealing with customers under stress and in challenging situations.
12. Able to work as part of a team relating well to other team members/volunteers/library events/groups/school visits and the ability to work alone and use initiative. Contribute well to team planning and staff meetings showing respect for colleagues
13. Competent cash handling, banking and general cash procedures, attention to accuracy.
14. Able to organise and prioritise work.

**Additional requirements**

1. This role involves regular lifting, carrying, and bending. Manual handling training will be provided.
2. Weekend and evening work may be required
3. Work in other locations as required
4. This is a lone working post and as such you’ll be expected to open and close the library building.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **No Travel Requirements -** We encourage using technology to communicate. You only need to commute to your contractual base. There is no expected travel requirement in this role

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.