

## Job Description

Job Title: Digital Library Support Assistant  
 Service: Libraries, Archives & Culture  
 Directorate: Strategy and Partnerships  
 Reports to: Library Development Manager  
 Grade: Scale 4  
 Location: Cambridge Central Library / Hybrid  
 Hours: 18.5 hours per week

### Overall purpose of the job

To provide administrative support to the library development team, specifically around supporting digital engagement and maintaining the service's digital presence. To enable the Council to deliver a customer focussed service more effectively and efficiently. Responsible for day-to-day monitoring of social media, sourcing content for the e-newsletter, maintain statistics on customer engagements and supporting the digital champion's network in libraries.

### Main accountabilities

Main accountabilities	
<b>1.</b>	<p><b>Digital Library Support</b></p> <ul style="list-style-type: none"> <li>• Source content for, design and draft the library service e-newsletter for monthly distribution to library users.</li> <li>• Co-ordinate content and posting on library social media platforms (Twitter, Facebook, Instagram and TikTok) and other digital platforms (YouTube) as required.</li> <li>• Help cascade information to the Digital Champion's Network including coordinating meetings, taking minutes and ensuring key messages reach every library.</li> <li>• Deliver and assist in digital content creation, including video, graphic design and photography.</li> </ul>
<b>2.</b>	<p><b>Office Support</b></p> <ul style="list-style-type: none"> <li>• Ensure an accurate, confidential and effective service by maintaining up-to-date filing systems (paper and electronic), and security of information in accordance with the policies and procedures of the County Council and relevant legislation.</li> <li>• Deliver an efficient and customer focussed service, by processing and responding to incoming communication (post, telephone, fax, intranet and internet – particularly social media), taking messages, copying and distributing information as necessary.</li> <li>• Assist in the delivery and development of the service, using information systems to generate reports, documents, letters and memos.</li> <li>• Undertake general clerical and administrative tasks to support the service as required.</li> </ul>
<b>3.</b>	<p><b>Management Support</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to the Library Development Team in relation to digital content.</li> <li>• Assist in the delivery and development of the digital library service, using information systems to generate reports and track statistics as required.</li> <li>• Co-ordinate diary management to ensure meetings are arranged and information recorded and distributed.</li> <li>• Design and deliver documents and presentations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the induction, supervision and learning of others as required.</li> <li>• Contribute to the management and development of the service.</li> </ul>
<b>4.</b>	<b>Health &amp; Safety</b> <ul style="list-style-type: none"> <li>• Take action to reduce the risk to self and others</li> <li>• Contribute to maintenance of a health and safe working environment.</li> </ul>
<b>5.</b>	<b>Role Specific</b> <ul style="list-style-type: none"> <li>• Demonstrate awareness/understanding of equality, diversity and inclusivity and other people's behavioural, physical, social and welfare needs.</li> <li>• Keep up to date and share with teams the latest Council policies and procedures around use of social media and digital content.</li> <li>• Ensure understanding of core business of the Library Development Team and Cambridgeshire Libraries.</li> <li>• Undertake other tasks and responsibilities as required to assist the delivery of Council services</li> </ul>

### Person Specification

#### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

<b>Qualifications Required</b>	
General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard	<b>Essential</b>
<ul style="list-style-type: none"> <li>• NVQ level 2</li> <li>• ECDL</li> <li>• GNVQ</li> <li>• Qualifications in IT Skills and/or Customer Care</li> </ul>	<b>Desirable</b>

Minimum levels of knowledge, experience and skills required for this job

<b>Knowledge and experience</b>	
<ul style="list-style-type: none"> <li>• Working understanding of Windows &amp; Microsoft packages (including: Word, Excel, E-mail, Power Point, Internet)</li> <li>• Understanding of requirement for confidentiality</li> <li>• Good working knowledge of social media platforms, including Facebook, Twitter, Instagram and TikTok.</li> <li>• Knowledge of video call software, including Zoom and Microsoft Teams.</li> </ul>	<b>Essential</b>
<ul style="list-style-type: none"> <li>• Knowledge of graphics packages, e.g. Canva, and video editing apps.</li> <li>• An understanding of safeguarding and its role in the digital environment.</li> <li>• Knowledge of office systems/procedures</li> <li>• Knowledge of Council policies &amp; procedures</li> <li>• Experience of local authority working</li> </ul>	<b>Desirable</b>

<b>Skills</b>	
<ul style="list-style-type: none"> <li>• Numerate and literate</li> <li>• Able to communicate effectively with others</li> <li>• Able to utilise IT systems to deliver services</li> <li>• Able to work flexibly to meet demands of service</li> <li>• Able to work with others to deliver service</li> <li>• Confident telephone manner</li> </ul>	<b>Essential</b>
<ul style="list-style-type: none"> <li>• Able to take comprehensive minutes of meetings</li> <li>• Able to work on own initiative</li> <li>• Commitment to continuous service development</li> <li>• Committed to ongoing personal and role development</li> </ul>	<b>Desirable</b>
<b>Behaviours</b>	
<ul style="list-style-type: none"> <li>• Working with others</li> <li>• Respect for others and public resources</li> <li>• Excellence</li> <li>• Integrity</li> </ul>	

### Disclosure level

What disclosure level is required for this post?	Standard
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### Work type

What work type does this role fit into?	Hybrid
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