

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Community Library Coordinator

Library Service, Communities and Opportunities Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

1. To support community groups to facilitate the running of Library Access Points countywide and monitor and review performance so that they operate for the benefit of local communities
2. To design and deliver bespoke training to a range of community representatives
3. To act as a source of operational expertise and be first point of contact in regards to the library service operation of a Library Access Point facility

Accountable to:

This role is accountable to the Strategic Manager - Core Frontline Services. The role sits within Communities and Opportunities within the Place Shaping Directorate in West Northamptonshire Council, but delivers to community managed libraries across the county.

Responsibilities:

1. Provide day to day advice and guidance to the local community body on current Council policies, library procedures and processes including use of the Library Management computer system, the self-service technology, People's Network public computers and banking.
2. Provide advice and guidance to the local community body including promoting the library service and volunteering opportunities, offering guidance on organising events, activities and managing library stock.
3. Identify training needs of volunteers to ensure compliance with health and safety, safeguarding, data protection, code of conduct and any other policies and procedures stipulated in the Service Level Agreement through liaison with the local body and in conjunction with the Strategic Manager, Core Frontline Services. Develop training plans and take an active part in delivery of training sessions as required, managing and maintaining a suite of training resources.
4. Work with the local community body to find solutions to identified needs to enable the Library Access Point to develop as a community hub, in conjunction with the Strategic Manager, Core Frontline Services and in accordance with the library strategy and Service Level Agreement. Collate and distribute quarterly Key Performance Indicator reports ensuring data quality and the integrity of management information. Plan and attend a formal annual review meeting with each community body
5. Monitor any agreed Library Plus operational processes and systems to ensure agreed requirements are met and contribute to development and continuous improvement of operational processes.
6. Maintain awareness of national public library initiatives, community managed library developments and priorities including Libraries Connected Universal Library Offers and the Reading Agency initiatives through continual professional development in order to provide advice and support to the senior management team and the local community body.
7. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
8. Maximise personal productivity, minimise duplication and errors and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Be confident, willing and able to communicate and liaise at all levels	Essential	A, I
Ability to work under pressure and to accept challenge and change with a positive and flexible attitude	Essential	A, I
Be self-motivated and able to work on own initiative, to generate own workload and react to situations as they arise, whilst working closely within a small team	Essential	A, I
Ability to present ideas logically and positively	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, I
Be able to demonstrate create problem solving skill	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of a variety of public library models including community or volunteer managed libraries	Essential	A, I
Knowledge of excellent customer service and different types of customers	Essential	A, I
Knowledge of different learning styles and the ability to adapt training to different audiences of groups and individuals	Essential	A, I
Knowledge of current Data Protection Regulations	Essential	A
Experience of producing and maintaining Service Level Agreements	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
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Experience of working with volunteers	Essential	A, I,
Experience of partnership working, relationship building and managing expectations	Essential	A, I
Experience of coaching and training people	Essential	A, I
Knowledge of Libraries Connected Universal Offers	Desirable	A

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSEs (Grade C) or equivalent	Essential	A

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:	CA03 Band 03	Worker type:	Flexible
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

The work may involve occasional lifting.

The role is 18.5 hours per week. We are open to discussions about the work rota but the ideal pattern would be to work mornings each weekday.

This role has been identified as a flexible worker type. This means that you will be able to work from other work locations and when not working from an office you will be working remotely including from home.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.

I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture."

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

