

Job Profile

Job Title: Community Library Officer

Job Grade: Level 2, Zone 1

Salary Range: £29,413 - £31,529

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden's nine libraries provide free to enter, trusted spaces where people feel safe. Our libraries are a space for reader development and lifelong learning, aiding personal development for all ages. Books and online resources in our libraries enable people to explore ideas, information, knowledge and culture. Digital resources, including PCs and free Wi-Fi help tackle digital exclusion. Our Community Libraries are key resources in their local neighbourhood, bringing people together. They build strong local partnerships to tackle community needs, build community cohesion and help people build on their strengths.

About the role

The Community Library Officer is responsible for ensuring the day to day operation of the library service at branch level to provide a high-quality service. Including maintaining the key functions of the community and digital library in terms of books, online resources and digital technology, and community activities. Ensuring the building and equipment is operational. They will support the Community Library Manager to co-ordinate and make best use of the space.

The postholder will fully participate in the delivery of Camden's community and digital library development. This involves supporting the development and delivery of a local community library business plan in collaboration with local residents and partners. They will also develop and work closely with/supervise volunteers to deliver community projects and digital offer in the library to meet community need. These will include activities such as coding clubs, gadget drop-ins, games clubs, homework clubs etc., supporting other library staff in activities where needed. The postholder will work with children and families including baby bounce, under 5s and reading activities with children of all ages. They will build and maintain local partnerships with voluntary and community groups, businesses, schools and colleges, tenants and residents' associations to ensure ongoing co-design of library services. They will organise and deliver outreach activities to promote the library beyond the current user group. e.g. providing reader development workshops with schools, youth clubs and community groups in community settings outside the library building

The postholder will support members of the public with self-initiating community and social projects and activities in the library and work with colleagues from across the council including Arts Development and Events to put cultural events in the library. They will promote and market activities and events in the library in collaboration with the Library Manager and Communications team using a range of communication tools e.g. printed and digital posters for the library, web publishing promoting on social media.

The postholder will assist library users in the use of self-service technology e.g. kiosks, public computers, printers, scanners and other digital provision. They will also coordinate activities to reduce digital exclusion – for example, working with partners and volunteers to run support sessions to help people access online support (such as Universal Credit; disabled parking, housing).

The Community Library Officer will support the operational running of the Library Service. This includes delivering the Home Library Service, (selecting books and boxing selections for delivery) and day to day delivery of library core tasks such as books, stock, shelving; information and enquiries, cash management, book displays, equipment checks, reporting and following up on faults; and opening and closing the building and service and building/facilities management as and when needed in support of Community Library Managers. They will make sure the library service is accessible to all including children, young people, older people, people with disabilities and black and ethnic minority groups. The postholder will participate and input in to cross-library Service projects to review and develop service.

The postholder will maintain a safe working environment for staff, volunteers and the public; including ensuring safeguarding procedures are followed; events and activities are risk assessed. They will ensure that duties are undertaken with due regard and compliance with data protection act, GDPR and other legislation. They will provide excellent customer care at all times including dealing with day to day enquiries and complaints and supporting people to access information and services, including signposting to other services – e.g. advice, job seeking, health. The postholder will provide operational cover to other libraries where necessary, including working in other sites where needed and support other parts of Library Service such as archives, bibliographic services, online resources where requested. They will deputise for Community Library Managers where needed and undertake appropriate roles across the council as required to support the delivery of the Camden's priorities

About you

The postholder will have experience of working in a library or similar customer/user focused setting. They will have strong customer service and communication skills including workshopping, presentations and outreach and excellent skills at working with local stakeholders and partners. They will have experience of organising and delivering community activities and also skills in supporting others with the use of digital technology.

They will also have good levels of community awareness and/or community development experience, working with different groups in the community (e.g. older people; children and families; Black, Asian and other ethnic communities). In addition, they will have some experience of working with volunteers and/or working as part of a collaborative team. You will also have excellent skills at working with local stakeholders and partners. You will have strong analytical skills and ability to resolve issues at pace.

Work Environment:

The post holder will be based at one of Camden's nine branch libraries but will also be expected to undertake outreach within the community in which the library is located. They will also be expected to cover for staff at other library branches when needed.

People Management Responsibilities:

There are no line management responsibilities. However, Community Library Officers will be expected to supervise volunteers and any work experience students in the library.

Relationships:

You will be line managed by the Community Library Manager for your library. You will work with the other Community Library Managers from other library branches if you are sent there as relief.

You will engage and work closely with local residents, voluntary and community sector organisations, schools, businesses, community groups and other stakeholders. You will be the main point of contact for at least one of the key partners using the library space.

You will work closely with colleagues across the Council to ensure the library operates effectively including IT, facilities management, health and safety, HR. You will work with other Council teams including Events, Arts Development, Adult & Community Learning and Early Years colleagues to help animate the library as a community space.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

This role is not politically restricted.

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.