

Role profile

Job Title:	Development Officer	Grade:	7
Department:	Arts, Heritage & Libraries	Post no.:	TBC
Directorate:	Economy and Sustainability	Location:	Borough wide library sites / Community Centres

Role reports to:	Development Manager
Direct reports:	
Indirect reports:	Customer Advisors / Volunteers

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To contribute to better and increased engagement initiatives and involvement of residents and community groups in the library and community centre service priorities.
- To coordinate an engagement programme of events and activities that help improve the quality of life for residents and service users.
- Supporting the development of a cultural programme in key libraires. Including developing content/ events and collaborating with the colleagues in culture and the Head of Culture and Libraries.
- Responsibility for helping to promote the wider cultural offer of our libraries by posting listings and developing stories on Ealingculture.org. They will need to collaborate with cultural partners in the borough and be keen to develop new cultural contacts, partnerships, and funding.
- To support the recruitment and coordination of volunteers in libraries across the service and be an advocate for raising the profile of volunteering opportunities as part of council's neighbourhood offer.
- To support and coordinate the work with partner organisations

Key accountabilities



- To ensure reader and learning activities are promoted and implemented by staff working within the service.
- To support library activities and events with the selection of stock and working with library staff to implement initiatives such as the Summer Reading Challenge, Spine Festival, and the Reading Agency Reading Well schemes.
- To develop and maintain partnership working with a range of internal and external partners, funders, national agencies, governing bodies, and others in the library and learning sector.
- To consult with internal and external agencies to develop opportunities for collaborative and joint working to promote the service.
- To develop communications in conjunction with the council marketing and communications team, including making use of platforms such as the council's social media sites.
- To be aware of library management systems development to enhance and coordinate reader development, learning activities and information about other council services.
- To support the development and production of stock information guides to enable easy access to information and to enhance reading experiences.
- To work with internal and external partners to increase and maximise customer usage, including working with community groups and educational establishments on relevant and local needs.
- To consider a customer focussed approach on development initiatives, for example, to improve customer satisfaction and engagement.
- To assist the development and delivery of staff training/briefings initiatives for local, corporate or industry related standards/changes.
- To support the development of materials and information to establish and implement a volunteering programme, including providing guidance and general instructions.
- To support the Development Manager in developing and delivering service user and key stakeholder engagement initiatives to respond to changing customer needs.
- To support libraries development project as required to support the goals and objectives of the service.

- To support the consideration of customer suggestions and or support the resolution of customer complaints in line with customer service standards.
- To adhere to all local service policies, procedures, and guidelines.
- To take responsibility for attending relevant learning and development courses to support personal development.
- To perform all duties in line with all relevant council objectives, policies, procedures, and processes, including but not limited to health and safety, equality and diversity, data protection, information security, the council's code of conduct and values and behaviours framework.
- To assist in safeguarding the health and wellbeing of customers, following any policies and procedures in place, and reporting/escalating issues to Senior Customer Advisors, as necessary.
- To undertake other such duties commensurate with the general level of responsibility of this role and service needs.

Key performance indicators

- Library service key performance indicators, for example, library visits, stock issues, new members, library e-service/self-service usage or Community centre key performance indicators

Key relationships (internal and external)

- Library, Culture and the Culture team.
- Service users
- Management team
- Internal departments, for example, facilities management, ICT, health and safety
- External suppliers/partnership organisations

Authority level

- People - Supervision of Customer Advisors
- Policy - Supervision and implementation of service operational policies, procedures and processes

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Candidates please address the criteria marked with () only in your application. Please give examples**

Essential knowledge, skills and abilities

1. Good knowledge, understanding and ability to supervise a frontline service.
2. **Good knowledge and understanding of current issues and best practice in the library or community centre sector.
3. **Knowledge and ability to use library and or booking management systems and software.
4. Ability to supervise a busy customer focussed environment and provide high quality customer service.
5. **Ability to identify issues and problem solve, such as resolving customer enquiries and concerns.
6. Ability to supervise and support staff.
7. **Good presentation and communication skills, and ability to speak fluent English with members of the public and provide accurate advice.
8. **Ability to work independently and part of an effective team.
9. **Ability to coordinate and implement service improvements.
10. **Demonstrable continuing professional development.
11. Knowledge, understanding and ability to support health and safety requirements.

12. **Knowledge, understanding and ability to support equal opportunities and work with diverse service users.

Essential qualification(s) and experience

- **Proven experience library supervisory/managerial experience or equivalent front facing service
- **Adept in the use of Microsoft Office, including word, excel, databases
- Good level of literacy and numeracy

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards