



Development Team - Community Library Service Support Officer

Permanent role, 0.7 FTE

Grade C

Role purpose

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture.

The role reports directly to the Development Manager

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational and service plans to ensure that the resources within the teams are used to best effect and impact
- Is aware of and understands the performance of the service using monthly statistical data to monitor achievements
- Is aware of and understands service income targets

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.
- To assist with new ways of working and new processes to improve service delivery for staff and customers

Delivery

- To deliver vibrant, exciting library services that have books, reading and learning at the heart of them
- To support the efficient and effective day to day operation of the Community Library Service with responsibility for stock, equipment and monies
- To participate in regular deliveries to individuals in their own homes, residential and care homes in the borough
- To understand the service delivery based on a needs analysis of the borough, evidenced by demographic statistics



- To support the raising of the profile of the Community Library Service through publicity and marketing working with the corporate Comms team
- To support partnership working across the Council and with the voluntary and community sector
- To support the Development Manager in looking at different service delivery models for the Community Library service in partnership with Adult Social Care and Public Health
- To support new ways of delivering the Community Library Service using digital technologies
- To assist with the training and co-ordinating of volunteers to add value to the Community Library Service

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

Corporate Responsibilities

- To complete the compulsory e-learning modules on information and data handling and GDPR, and for individuals to be aware of their responsibilities on GDPR and managing personal data.
- To take personal responsibility for health and safety in their work environment

The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential



Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence