

Post title	Lifelong Learning Library Adviser (Citywide & Locality)
Division / Section	Communities and Families
Department	Schools & lifelong Learning
Responsible To	Lifelong Learning Library Development Leader/ Lifelong Learning Library Supervisor
Number of post holders	100 FTE
JD	JD CL7a

Purpose of Job

To contribute to the development and delivery of an integrated lifelong learning service for Edinburgh. The postholder is responsible for delivering high quality, excellent customer focused services to the public and internal clients within a Lifelong Learning setting, e.g. libraries and community centres. The postholder will ensure that the service is delivered in line with national, citywide and local strategic priorities, and will support service delivery in accordance with Council and national guidelines.

MAJOR TASKS/JOB ACTIVITIES

Provide a general reception to users of services and facilities.

Promote and develop the use of the service through new initiatives, existing provision, and front line delivery.

Ensure that all customers have access to information, learning and reading resources by supporting, signposting, organising or delivering a range of events and activities.

Support service delivery by preparing relevant support materials, e.g. booklists, curriculum support materials, project boxes, including where required input to the design and preparation of support and marketing materials.

Ensure resources are prepared and catalogued in accordance with agreed processes.

Encourage and support learners to achieve learning outcomes.

Receive, respond to, and refer customer comments, suggestions, enquiries and complaints in line with council policy, and direct customers to appropriate resources and services.

Support effective customer use of library technology with emphasis on encouraging digital inclusion, curriculum support and enhanced learning experience.

Manage conflicting priorities, and challenging behaviour situations with the promotion of a positive and flexible attitude, following appropriate guidelines.

Contribute to consultation with customers to inform and positively promote service improvements and developments, and support local community engagement activities.

Deliver programmes of activities and promote literacy and a joy of reading and learning to a wide range of customers including children and young people, and people from groups with protected characteristics.

Liaise with partners, volunteers, and other City of Edinburgh Council staff to deliver outreach services.

Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.

Work with team members to support new initiatives to ensure that all services are planned in a manner consistent with the Council's strategic objectives.

Undertake day to day facility management such as building maintenance checks, fire equipment checks, risk assessments etc, are carried out.

Supervision and Management of People (Numbers and type of staff)

The post has no direct line management responsibility. Postholders may be required to support and mentor others, including new team members, during the course of their work.

Creativity and Innovation

The post holder will be required to bring a creative approach to the planning and delivery of tasks within this role. The postholder is expected to work within agreed guidelines and following procedures but has some discretion as to how tasks are delivered.

The post will require creativity in solving a range of customer enquiries, requests and issues, and in working proactively to develop a range of activities and events to support and enhance service delivery.

The postholder will undertake a range of tasks which may vary according to location. The range of tasks may include preparing bank pay-ins, inputting data, scheduling deliveries of support collections, or arranging events and activities. The postholder must be able to input positively to the development of the service.

Contacts and Relationships

The postholder is required to work with a wide range of individuals, community groups, independent organisations and various Council departments. This requires good communication, production and interpersonal skills.

The postholder will be required to develop an understanding of the services being delivered and supported by Lifelong Learning, and to work co-operatively with all partners to ensure effective delivery.

The postholder will represent the Council to a range of internal and external stakeholders, and should present a positive impression of the Council.

Decisions (Discretion)

The postholder will have some discretion to implement elements of service delivery relative to customer requirements.

The postholder may be required to provide advice, and guidance to less experienced staff in the execution of their duties.

The postholder may be required to take decisions on what incidents/activities are of a more involved and complex nature and require to be brought to the attention of senior staff.

The postholder will ensure relevant legislation, regulations, policies, procedures and other conditions are applied appropriately.

The postholder will be expected to react to any emergencies in accordance with council procedures and seek the appropriate support and direction.

Decisions (Consequences)

Will report to the LLL Library Supervisor to review progress against agreed objectives and seek advice on complex or unusual issues.

The postholder will ensure that work is kept up to date and work is prioritised in relation to service delivery requirements.

Resources

The postholder will not hold any budgetary management responsibilities, but will have shared responsibility for input into a number of CEC systems and data. The postholder will ensure that all data, records and systems are kept up to date, and that all relevant details are accurately collated and recorded.

The post-holder will have a shared responsibility for undertaking routine security checks to ensure the safety of library customers and reporting issues for repair by relevant qualified individuals.

Postholders will also be required to open and secure premises and make premises ready for public use in accordance with guidelines.

Environment – Work Demands

The responsibilities of the post are diverse and the post holder will often have to reprioritise workloads in response to unforeseen pressures and demands.

The post-holder will be required to manage challenging behaviour situations with the promotion of a positive and flexible attitude, following appropriate guidelines.

The majority of the postholder's duties (approximately 70%) will involve direct contact with customers and the public in a variety of library and lifelong learning settings.

Environment – Physical

The post is based within a Lifelong Learning context across the city and will involve lifting and carrying approximately 10 – 40% and working within the context of busy service points with a wide range of customers.

Environment – Working conditions

The post is based within a Lifelong Learning setting. E.g. library, school, community centre.

Environment – Work Context

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

The post holder will be required to demonstrate resilience and sensitivity at times when dealing with vulnerable or challenging individuals or situations.

Lifelong Learning Library Advisers will be asked to work across the Lifelong Learning estate, and must be able to adapt their knowledge and skills to suit the differing needs of each service point.

Some service delivery may involve lone working, ranging from occasional to regular depending on the service delivery e.g. mobile services includes regular lone working.

To act as a key holder and be on the security call-out list as required.

The postholder will be required to work on own initiative and regularly unsupervised.

At some points the postholder's access to supervisory or senior staff may be by telephone; however, procedures and guidelines are available to assist the postholder.

Knowledge and Skills

The post will require knowledge and skills in a range of tasks.

Experience of working in a customer focused, team based environment with a demonstrated ability in dealing with the public and a clear understanding of their needs.

The post should be able to demonstrate problem-solving skills and the ability to assimilate and effectively communicate information.

Excellent numeracy, literacy and communication skills and full appreciation of the importance of high standards of customer care.

Current knowledge of professional issues and developments which may affect the provision of services

within a Lifelong Learning context.

Knowledge of relevant computer systems and an understanding of administrative procedures.

Some postholders may be required to deliver mobile library services. . These postholders will therefore be required to hold a current valid driving license. Training will be provided to CPC (Certificate of Professional Competence) standard for driving large goods vehicles. Protective clothing e.g. safety boots and high visibility vest will be supplied and are required for some operations.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.