

## Job Description

### Assistant Community Library Connectors

Job Details	
<b>Grade</b>	A (consultation grade - subject to formal evaluation under the Pay Equity Review)
<b>Job Evaluation Number</b>	A245
<b>Number of Posts</b>	53.8
<b>Directorate</b>	Adult social Care
<b>Division</b>	Early Intervention and Prevention
<b>Department</b>	Connected Communities
<b>Service Area</b>	Homes and Money
<b>Reporting to</b>	Community Library Connector

#### Strategic statement about Birmingham City Council

#### 1.0 Portfolio Responsibilities

Being primary contact for residents. Support running of the Community Library hub, providing information, guidance, and support. Your responsibilities include overseeing daily operations, maintaining the community and digital library, and coordinating service access. Additionally, you will engage with local stakeholders to develop a network of support services and activities. Promoting residents' well-being and independence, translating the vision into practical initiatives.

#### 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Being first point of contact will support residents in accessing holistic support and interventions that enable and empower them to build resilience. Involving digital access/resilience in areas such as finance; housing; employment skills; training; education and general wellbeing.

Facilitating access to a wide variety of resources and services including, directing individuals to information, advice, guidance, and digital support. Alongside books, resources, literacy support, cultural

<p>activities, study and homework support to address the needs of the local community.</p>
<p>Having ability to deliver a high-quality library service at libraries throughout Birmingham in accordance with national library statutory guidelines.</p>
<p>Ensuring the provision of a "comprehensive and efficient" library service that aligns with the Public Libraries and Museums Act 1964.</p>
<p>Understanding of library services and the importance of these services to the residents of Birmingham</p>
<p>Keeping updated with changes to key digital information, advice, operational procedures, guidance and information. Supporting households accessing the Community Library hub build resilience.</p>
<p>Issuing and discharging books and other material for a loan (manual and computerised) and assisting with incoming mail. system).</p>
<p>Handling cash, issuing receipts; taking fines, reservations, selling publications, along with other administration and promotional material. Supporting the day to day running of the Community Library hub.</p>
<p>Maintaining shelves, replacement of material, and movement of stock. Processing discarded material.</p>
<p>Maintaining stock, including repairing books and material and processing of new material. Assisting with book selection and or stock maintenance as required. Along with organising displays and exhibitions.</p>
<p>Assisting with the promotion of the local Community Library hub, and delivering the core library service offer. Enabling education, cultural activities and economic enablement.</p>
<p>Assisting with engagement activity with a range of stakeholders within local area including statutory agencies and the voluntary and community sector. Along with internal and external partners. Developing an excellent network of services and activities supporting households to remain healthy, happy and independent within own homes and communities. This includes translating vision into practice and delivering a holistic strength-based way.</p>
<p>Promoting the development of a high-quality individual need-led service, complying with the Council's policies and procedures. Particularly those regarding, General Data Protection Regulation, Data Protection Act 2018, Equalities and Diversity, Equality Act 2010. Along with Health and Safety at work legislation and Council and service Health and Safety policy and procedures.</p>
<p>Assisting with ensuring high standards of records management . Complying with the competencies and standard requisites agreed by the Council as relevant to your post.</p>
<p>Taking responsibility for continuing self-development and participate in training and development activities.</p>
<p>Working flexibly across community/universal settings (including evenings and weekends) over a 36.5-hour</p>

week ensuring improved outcomes for households. Having keyholder responsibilities for opening and closing community library hubs.

### 3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
None	None - - 0	0

### Special Conditions

Is Safeguarding Check needed?	DBS Enhanced Adults
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## Person Specification

### Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Experience	AF/I	Have experience of working with the public in paid or voluntary work
Experience	AF/I	Be IT literate and competent in the use of the internet, email, mobile devices, and applications. Along with having ability to support wider digital initiatives, and promote digital resources
Experience	AF/I	Have experience of working with households and individuals on providing access to advice and/or guidance.
Skills	AF/I	Able to engagingly listen and verbally communicate for effective interaction with members of the public.
Skills	AF/I	Be able to respond creatively to the needs of residents and households. Whilst promoting Community Library hub services.

Skills	AF/I	Be able to carry out a range of administrative, financial, digital signposting tasks accurately and efficiently.
Skills	AF/I	Be able to process payments according to procedures
Skills	AF/I	Demonstrate evidence of excellent team working with the ability to work co-operatively and unsupervised
Skills	AF/I	Able to demonstrate an inclusive style, and an approach which recognises and embraces the diversity of others.
Other	AF/I	Need to work flexibly across community/universal settings (including evenings and weekends) over a 36.5-hour week.
Other	AF/I	Understand and commitment to the importance of maintaining confidentiality and data protection in lines with GDPR.
Education	AF/Q	Have good general education (GCSEs or equivalent)
Training	AF/I	Able to take responsibility for continuing self-development and participate in training and development activities.

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

### Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child

abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

**At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.**