Role Title	Library Services Officer
Job Family	Deputy Chief Executive
Competency Level	All Colleagues
Scale	Scale 6

Purpose

To provide a professional, proactive, customer-focused service to the organisation and all customers, both internal and external.

The role will be working across library buildings in the borough of Waltham Forest and will be supporting the public to access Council and library services including but not limited to:

- Digital facilities
- Electronic resources
- Books
- Information and guidance
- Events and activities

This role is grounded in relational practice – building positive, respectful, and empathetic relationships with residents and colleagues to support inclusive, person-centred service delivery. The postholder will actively listen, respond with care, and foster trust in every interaction to help ensure libraries remain welcoming, safe and supportive spaces for all.

Role Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers / service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	To provide a high standard of service to all customers that is courteous, approachable and helpful; advising, supporting and resolving issues. This will involve receiving and handling enquiries over multiple channels. Relevant, accurate, understandable and timely information is provided at all times. Take a proactive approach to problem solving, focused on resolving issues including providing guidance to prevent future issues occurring. Provide supportive assistance to move customers to digital channels Support and deliver a diverse and inclusive range of events Provide commercially focused customer service where appropriate, ensuring customers are aware of services such as room bookings which may benefit the customer. Support communication to customers about how to access services, service changes and new initiatives. This will include but is not exclusive to pop-up libraries and school assemblies

	Prepare buildings for both open and close, including unlocking buildings as appropriate.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Build sustainable relationships of trust through open and interactive communication. Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements. Liaise with key stakeholders and make use of feedback received and shared.
Organise and maintain records and documents using the appropriate council process / system.	All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales. Up to date records / information are maintained and are well organised and accessible. Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others. Seek to use digital methods wherever possible.
Create documents, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Provide advice and guidance on processes and procedures including communicating SOPs (standard Operating Procedures). Reports are accurate, complete, and meaningful. Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others. Ensure attention to detail in developing all documentation. Monitor, measure and report on performance and service issues.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health. Identify risks, hazards and unsafe practices and take responsibility for mitigating, escalating and reducing these issues where appropriate

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	To be responsible for self-development and to participate in training and development. A positive image of the Council is promoted at all times. To work flexibly across a variety of locations and departments where required. All policies and procedures are complied with.
Actively apply relational practice principles by building trust-based, empathetic relationships with colleagues, partners and residents. Foster inclusive, person-centred interactions that support collaboration, wellbeing and community resilience.	Understanding of relational practice and the ability to apply it when working with residents and partners – showing empathy, listening actively, and maintaining respectful, trust-based communication.

Nature of Contacts

Involves supporting and guiding residents, internal customers, stakeholders and third parties to ensure a successful service is delivered.

Carry out processes in line with service area.

Liaise with and advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Acts within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

Comply with all Council policies and procedures.

Resourcing

Budget Responsibilities**:** Nil
Supervisory Responsibilities: Nil

Knowledge, Skills and Experience

- Experience of having worked in a fast paced, customer focused environment.
- Good knowledge and application of IT systems and software packages.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Ability to deal diplomatically and confidentially with a wider range of customers both internally

and externally.

- Ability to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills.
- High level of flexibility, a positive attitude and ability to adapt to changes.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear communication skills.
- Ability to build strong relationships.
- Goal-oriented focus with the customer in mind.
- Willingness to learn new skills, processes and systems as appropriate to the role.

Indicative Qualifications

English and Maths Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities, which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular reviews and the Council reserves the right to amend or add to the accountabilities listed.