**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Assistant Library Manager (UKVI Service Lead) |
| Salary: | £26,873 - £28,770 pro rata |
| Grade: | 7  |
| Hours: | 37  |
| Team: | Libraries  |
| Service Area: | Customer and Culture |
| Primary Location: | Oxford Westgate Library |
| Budget responsibility: | No |
| Responsible to: | Group Library Manager |
| Responsible for: | 2 x Customer Service Adviser (UKVI delivery) |
| Political Restricted Post: | No |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.This is a customer facing role. More than 8,000 people visit one of our 44 libraries per day. Every year. 3,364,000 items are borrowed and almost 90,000 people attend library events. Our Libraries are so much more than books. They are places where culture is created every day. In this role you will ensure high customer service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.You will be responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies. This includes:* Familiarising yourself with the council’s policies on Safeguarding Children and Vulnerable Adults
* Acting according to the inter-agency safeguarding procedures of the Oxfordshire Safeguarding Children Board and Oxfordshire Safeguarding Adults Board whenever you have a safeguarding concern about a child or an adult.
* Work in accordance with the Corporate values and competency framework. [Link to County Council Values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

The post holder’s principal role is to lead the dedicated team with the delivery of the UK Visa and Immigration Application Service, joining a large number of major public libraries in UK towns and cities from October 2024 in providing a staffed centre. Clients can book an appointment for verifying identity, enrolling biometric information, and checking/digitising supporting documentation for application. This will be a fast-paced but highly rewarding service operating up to 6 days per week with a large number of appointments available each day. You will assist the Oxford Westgate Library Senior Management Team in ensuring that the library operates to the highest standards of customer service set by the Library Leadership Team, in particular to meet the requirements and targets set for managing appointments on a daily basis for the UKVI service. You will also assist the Assistant Manager Team where required in wider service delivery within the library.Library staff work on a one to one and group basis with unaccompanied children attending the library. They lead children’s groups and support children with the use of library equipment. They will attend children’s settings and supervise volunteers who attend the library to work with unaccompanied children. **This will require an Enhanced DBS check**. |

## Job Responsibilities

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| This is a bullet point list of the main duties or tasks that the post holder will be expected to undertake.**Assist the management team with:****Management and Administration** * Assisting and supporting team members with computer systems and self-serve kiosks to support clients in their application through the UK Visa and Immigration Application Service. This includes verifying their identity, enrolling their biometric information, and digitising and checking any supporting documentation for the application, before submitting any biometric information and supporting documentation to UKVI for processing to be completed and a decision to be made.
* Promote core library services (reading, information, digital services)
* Actively participate at group meetings and support manager’s partnerships within Oxfordshire County Council and the wider community
* Develop the performance of the library by assisting with delivering events and encourage visits by supporting manager’s outreach work
* Carry out a range of administrative tasks accurately and on time, including income management, as required by manager

**Customer service** * Strive to meet customers’ needs and ensure highest standards of customer service and satisfaction
* Actively encourage the use of self-service terminals by guiding customers to, and helping customers to use them

**Stock** * Work with the manager and librarians to promote the full range of stock and services
* Follow agreed stock policies and procedures

**Manage and Motivate Staff** * Assist with the Recruitment and training of staff, help develop staff skills and competencies
* Arrange adequate absence cover
* Undertake line management responsibilities where appropriate, including 1:1s, sickness monitoring, performance management and personal development, as required by the manager
* Motivate staff and encourage good team working

**Branch Library Support** * Provide advice and support to other library staff and volunteers
* You will be required to work at other libraries to cover the manager’s absence

**Volunteers** * Assist in recruiting and training volunteers
* Help ensure Health and Safety risk assessments are completed and that records are maintained
* Maintain good communication channels with volunteers

**Premises and equipment** * Support manager in ensuring the building is in good repair, well presented and meets Health and Safety regulations
* Report building and maintenance issues as appropriate
* Follow up and liaise with contractors in manager’s absence

**Undertake other duties, within the general responsibility of the post as may be specified from time to time** |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| Level 2 qualification e.g. English & Maths GCSE (C or 4), NVQ level 2 or equivalent or ability to evidence the equivalent level of knowledge gained through work experience. ICT skills, MS Office, etc | A, I |
| Previous customer service experience within a Local Authority or similar environment. Customer service centre or library experience essential | A, I |
| Able to assist the manager in the effective use of resources including building security and maintenance and to deputise in their absence | A, I |
| Able to supervise, support and motivate a team to meet objectives. Work closely with Managers and teams of other libraries and with the wider community. | A, I |
| Self-motivated with excellent organisation, communication and decision-making skills. Able to work accurately under pressure | A, I |
| Able to follow procedures and maintain confidentiality. Use initiative and manage unexpected problems and situations | A, I |
| Act with honesty and integrity and responds positively to change. | A, I |
| Commitment to, and an understanding of, the principles of Equal Opportunities for all, in employment, and the delivery of services which are responsive to customer and community diversity | A, I |
| Desirable Criteria | Assessed By: |
| Experience of working in a library | A, I |
| Supervisory Experience | A, I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [x]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on an irregular basis | [x]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [x]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [x]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.