**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

|  |  |
| --- | --- |
| Job Title: | Business Information Officer  |
| Salary: | £32,076 - £34,834 |
| Grade: | 9 |
| Hours: | 37 hours per week **TEMPORARY CONTRACT until 31 March 2025** |
| Team: | Business & Intellectual Property Centre (BIPC) |
| Service Area: | Customer & Culture: Cultural Services: Library Services |
| Primary Location: | Oxfordshire County Library, Westgate, Oxford  |
| Budget responsibility: | None |
| Responsible to: | Operations Manager (stock & reader services) |
| Responsible for: | None |

## Job Purpose

|  |
| --- |
| This is a brief overview of the key objectives of the job including the context within the team/department.The Business & Intellectual Property Centre (BIPC) supports start-up businesses and entrepreneurs across Oxfordshire to develop the insight, skills and confidence they need to start and grow successful businesses. This specialist library service is part of a national network of BIPCs headed up by The British Library in London. The centre became operational in May 2022 and is located within Oxfordshire County Council’s flagship public library in Oxford city centre. Sited ‘on the high street’ it has the advantages of high visibility and excellent access to reach a broad cross section of the local community. The service engages with a wide variety of existing business owners, universities, schools, community groups and council services both as service users and service providers. The Business Information Officer plays a critical role in the service. The postholder is based at the Oxfordshire County Library within the small BIPC Team and is expected to be comfortable with face-to-face interaction, representing the public face of the BIPC. It’s essential that the postholder offers confident, enthusiastic, and empathetic customer service to the general entry-level enquirer and has a strong knowledge of business information services to be able to articulate responses to more in-depth enquiries. The postholder exploits and uses online databases covering local, UK and global markets, job and industry descriptions, trademarks, copyright and intellectual property to advise customers and promote independent information fact-finding. The BIPC dedicated workshop is fully equipped with new technology and a marketing suite to facilitate a range of events in person, hybrid or online on a wide number of topics.This is an emerging and award-winning service with a very strong track record in customer satisfaction. The service has scope to build on its successes and the postholder will be expected to work with the manager and team to explore further possibilities.  |

## Job Responsibilities

|  |
| --- |
| This is a list of the main duties or tasks that the post holder will be expected to undertake.* To **deliver one-to-ones** and to provide guidance from entry-level to advanced level to test business ideas against frameworks (eg. Business Model Canvas) guiding them on how to create and test the viability of a business concept by using the tools available to determine the feasibility of ideas.
* To provide **one-to-one support in Intellectual Property**, including designs, trademarks, copyright, patents, and others, to ensure customers have a clear understanding of their IP, how to protect it, commercialize it, and devise an IP strategy. Additionally, to signpost individuals to other available resources and support in areas such as international IP.
* To undertake **approved training** from The British Library and the Intellectual Property Office.
* Understand the **business databases** available for users at the BIPC, managing contract renewals and ensuring proper internal storage, and provide training to users in how to access and use them.
* To contribute towards the **promotion** of Business & IP Centre services and resources through a variety of channels including social media to increase take-up and awareness.
* To provide **frontline face-to-face services** at the BIPC Oxfordshire in Oxford, meeting agreed standards of service.
* To contribute to the **strategic and sustainable development** of the Business & IP Centre by identifying new product/service ideas and supporting promotional initiatives.
* To contribute towards the development of events and activities at the BIPC venue alongside the Engagement & Marketing Manager which will enhance the customer experience and raise awareness of resources and opportunities.
* **Train library staff** and managers to ensure awareness of BIPC Oxfordshire's services is maintained and alive, and train staff to manage protected access to databases for customers when the BIPC is unstaffed in the evenings and Saturdays.
* To work alongside the BIPC Engagement & Marketing Manager and the team to provide a library service which meets the **standards and expectations** of Oxfordshire Libraries and partners such as The British Library
* Familiarize oneself with the **Oxford business ecosystem** and identify other areas of support where users can be directed, such as OSEP, OXLEP, Innovate UK.
* To **work with the Oxfordshire County Library Manager** and the library team in a range of operational matters such as health & safety, centre availability and access to resources outside normal operating hours

**Main tasks** * To provide entry-level and advanced **frontline face-to-face services** at the BIPC Oxfordshire in Oxford, Monday-Friday answering enquiries received at the centre and by email, phone or other means.
* To **answer enquiries received** by email, phone or other remote means to meet the agreed service standards.
* To **provide training and guidance** to users of the Business & IP Centre on how to access and use business information, intellectual property (IP) and other relevant resources.
* To make a contribution towards the BIPC’s success locally and nationally in **meeting KPIs** as set out by the British Library and, as part of this, ensuring a high percentage return rate (60%) of feedback forms and manage and input the database.
* To **compose case studies** based upon customer experiences of using the service for sharing internally and with The British Library.
* Provide evidence in the use of the service by **diverse customer groups** that can be used to encourage take up of the service by women, young people and people from ethnic minorities.
* Demonstrate to users how to **use BIPC marketing suite** resources in photography and videos for their business development and marketing.
* Use new technology, including connecting multiple displays to a computer and a camera, to **facilitate hybrid events**.
* To attend some **staff meetings** to update managers, librarians and staff on the BIPC service and other related matters as requested.
* To demonstrate a willingness to **develop new skills**, as appropriate, in own or other departments/directorates to support the delivery of the BIPC as required by line management.

**Additional information** * The principal working hours of this post are Monday – Friday, 9.30am – 5.00pm
* This post may include occasional work in the evenings and weekends or to attend events and training outside Oxfordshire, particularly at The British Library.
 |

# 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). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), 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.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| Degree, or equivalent higher education qualification, as minimum.  | A D  |
| Experience in and **knowledge of information resources** and an awareness of customer needs and the ability to match themProven experience in and knowledge of information **enquiry-handling skills**, gained from experience and professional training in a **customer-facing** environment such as a public library or in a corporate, business or institutional context and professional **training i**n similar environments | A I P  |
| Able to demonstrate an ongoing positive attitude to acquiring new knowledge and skills and maintaining **Continuing Professional Development**  | A I P  |
| Evidence of excellent **communication skills,** interpersonal, verbal, written, digital and web-based methods in order to help the wide-range of customers who will use the service in one-to-one and workshop situations as well as remotely. Able to demonstrate an excellent high-level **awareness of customer needs** and ability to match them by keeping aware of and responding to customers’ changing needs.Able to demonstrate experience in working with a wide range of people such as entrepreneurs, business partners, stakeholders and the general public – individually and in group settings.  | A I P  |
| Established skills in **IT, digital and social media** to meet the innovative and creative needs of the service, as well as using such tools to maintain record-keeping and appointment or event management. Substantial experience in being able to **search effectively** using a variety of information tools such as online databases and print information resources.  | A I P  |
| Ability to **prioritise work and deliver to deadlines** and to agreed standards.  | A I P  |
| Aptitude to work well as a **member of a team**, to make a positive contribution to the work of the service and to form co-operative working relationships with colleagues. | A I  |
| Able to demonstrate an understanding of and an ability to support customers who come from **diverse backgrounds**  | A I P |
| Desirable Criteria | Assessed By: |
| Business related qualifications and related accreditations | A D |
| Knowledge of intellectual property | A I P  |

# 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 include:

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | 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) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [x]  | 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 |
| [ ]  | 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).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [ ]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | 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 |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |
| [ ]  | 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.