



REDRUTH TOWN COUNCIL

Redruth Library and Information Service is an essential community service managed by Redruth Town Council with support from Cornwall Council. As part of the Cornwall Library Service, customers can borrow from the county's extensive collection of books, audiobooks, DVDs, and access a wide range of free online resources.

The library provides activities for all ages, including early years literacy sessions, Lego clubs, creative workshops, and book groups, delivered both in the library and in partnership with community organisations.

We also offer a Home Library Service for individuals unable to visit in person, run entirely by our dedicated volunteers. In addition to free Wi-Fi and computer access, Redruth Library and Information Service is a registered Digital Inclusion Hub and a National Databank Centre.

DEPUTY LIBRARY OFFICER

SCP range 18 - 23 (£31,537 – £34,434)

Full Time 37hrs per week including weekend working on a regular rota basis
and some evenings for meetings and events.

JOB DESCRIPTION

Responsible to – Senior Library Officer

Direct Reports – Team of Library & Information Assistants and Volunteers

Job Purpose – Working with the Senior Library Officer to deliver a comprehensive, innovative and integrated library service, community hub and information centre. Responsible for daily operations, providing a welcoming environment for customers and leading frontline customer service delivery.

Supervision of a team of Library and Information Officers and Volunteers, responsible for rotas, supporting training and development needs and task management.

Contribute to the strategic management of the department as a member of the Redruth Town Council Junior Leadership team, directly supporting and acting as deputy for the Library Services Manager.

Duties & Responsibilities:

Management and Administration

- Work closely with the Senior Library Officer to deliver the strategic and operational service priorities, including management of the library team and volunteers and deputising for the Senior Library Officer as and when required.
- Prepare and implement staff and volunteer rotas, ensuring adequate absence cover and staffing for events (internal and external), including management cover.
- Deliver on the job briefings, operational instructions & safety inductions for teams and contractors. Ensure service updates are communicated across the whole team, and wider Council where appropriate.
- Assist with collecting and recording feedback and statistics for management and Town Council reporting including (but not exclusive to) team performance, customer engagement and service delivery. Attend Committee meetings where required, including deputising in the Senior Library Officers absence.
- Supports the Senior Library Officer in managing the library budget. Identifies best use of available resources, adjusting expenditure as required to meet changing needs. Keeps track of library expenditure and checks the regular budget reports, identifying and investigating discrepancies and actions needed as a result of unexpected information or changes in demand.
- Authorises library purchase orders and signs off nominal roll and expenses for the library assistants
- Demonstrate commitment to all aspects of Safeguarding to ensure our staff, volunteer, customers and visitors are safe and to discharge our duty in terms of corporate safeguarding of all.

- To behave in a way that recognises the importance of organisational culture, values and accountability, and sustainability of resources, the Climate and the Environment.
- To adhere to standards set to ensure health and safety at work, which includes following procedures correctly and participating in relevant health and safety training, in helping to create a safe and supportive organisation for all. This includes undertaking Risk Assessment, First Aid and Fire Marshall duties, following appropriate training.

Service Delivery and Customer Experience

- Strive to meet customers' needs and ensure the highest standards of customer service and satisfaction.
- Liaise with schools and other key partner agencies to deliver a programme of library activities for the benefit of all members of the local community. Promoting all aspects of the Library and Information Service to members of the local community to encourage greater customer engagement.
- Work with the Senior Library officer to create content for the Council's newsletters and website.
- Participate in the delivery of Library centred activities such as reader development (in line with reader development principles), story times and events for people of all ages and abilities both remotely and in person.
- Establish a good knowledge of Library resources, including maintaining, presenting stock and offering creative ideas so that the range of material on offer is appealing, meets customers' needs and increases library use.
- Provide professional and friendly customer service and encourage the team to take prompt appropriate action to all enquiries in accordance with policies, procedures, both remotely and in person.
- Provide accurate and competent administrative support to enable efficient and effective delivery of all aspects of Council business.
- Process payments, receipts and prepare associated paperwork and electronic records in an efficient and effective manner.
- Utilise IT packages effectively, updating and maintaining computerised systems to ensure the service meets its performance goals.

- Provide mentoring, learning and experience support, working inclusively to meet the diverse needs of the community.
- Carry out such duties and responsibilities as may be required commensurate with the duties and responsibilities of the post.

Person Specification for the Deputy Library Officer

	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • GCSE 5 or above or Equivalent in English and Maths • Minimum of 2 years Library experience 	<ul style="list-style-type: none"> • Accredited undergraduate or postgraduate qualification in librarianship, information studies, or other relevant management qualification. • Mentoring/coaching qualification
Skills and Knowledge	<ul style="list-style-type: none"> • Experience of supervising front-line services in a busy library or customer focused environment. • Experience of receiving and responding to a wide range of enquiries and use of a triage and referral enquiry service. • Experience of line managing or supervising staff. • Excellent communication skills • Experience of handling difficult situations calmly and the ability to coach team members on good customer service. • Excellent organisational and time management skills, able to manage a varied workload, work accurately and meet deadlines. • IT and digital skills across a range of applications, including library systems and Microsoft Windows applications. 	<ul style="list-style-type: none"> • Experience of designing and delivering skills training face-to face and online, using physical and online library resources. • Skilled in a creative craft and confident in sharing the skill with others. • Knowledge of the role and responsibilities of the Town Council • Good working knowledge of using social media to promote services and complementary media creation sites such as Canva. • Experience of working in Local Government or the public sector
Personal Attributes	<ul style="list-style-type: none"> • Demonstrates a passion for the services the library delivers including reading, crafts, creative arts and digital literacy. • Excellent interpersonal skills and empathetic approach to the needs of others. • Forward-thinking and creative, with ambition to develop engaging library experiences and innovative 	<ul style="list-style-type: none"> • Understanding of how the role fits into overall Redruth Town Council and Cornwall Library Service objectives

	<p>solutions to meet evolving user needs</p> <ul style="list-style-type: none">• Ability to maintain confidentiality, integrity, impartiality and handle sensitive data.• Have a flexible approach to working hours.• An openness to change and able to respond in an agile way.• A positive attitude to personal development and training• Commitment to equity, diversity and inclusion.• Keen to contribute to the development of Redruth Town Council, and to building a positive work environment for everyone.	
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