

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PE	Role Title	Prison Librarian
Grade	PS7	Reports to (role title)	Library Area Lead SCC Libraries for professional development & service control
		Directorate	Head of Reducing Reoffending HMP for day to day management, security & discipline
JE Band	228-268	Service / Department	Customers & Communities
		Date Role Profile was created	Cultural Services - Libraries
			Jan-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To provide a library service for the prisoners, comparable to a small branch library, bearing in mind their special needs, performing clerical routines and dealing with enquiries to ensure the efficient operation of the library.
Work Context	The role holder will be the first point of contact for users, responding to enquiries from prisoners, officers and Education staff, while maintaining the security of the prison library at all times. They will take responsibility for the delivery of the service in the and ensure, when necessary, the maintenance of relevant records. The Prison Librarian will be responsible for services and day to day running of the prison library. They will work on their own initiative and have freedom to make decisions, in consultation with the Area Lead and relevant Prison contacts as necessary. They may work with other organisations, both within the County Council and externally, to ensure effective co-operation takes place.
Line management responsibility if applicable	The role holder may be responsible for line managing a small team of Prison Library Assistants and will undertake supervision of any library orderlies as appropriate.
Budget responsibility if applicable	Responsible for staffing and stock budget as allocated by the Head of Operations
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Manage the daily running of a customer facing service to ensure a high level of customer satisfaction. • Review and make recommendations for the improvement of relevant business processes and practices. Planning & Organising • Assist in development and project work, and working with other staff to provide information and feedback. Analysis, Reporting & Documentation • Maintain specialist archives or records relevant to the service area. • Provide advice and support to projects using specialist knowledge. Finance/Resource Management • Maintain relevant accounts as part of the day to day running of the service. Work with others • Liaise, communicate and work in partnership with other internal departments, partner organisations, the community and volunteers. People Management • May coordinate, supervise and guide team members. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of the service area, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant contextual legislation, processes and procedures relating to the service. • Ability to provide advice to members of the public and colleagues on specialist areas relevant to the role. • Good knowledge of basic IT software packages. • Sound knowledge of how to provide excellent customer care. • Effective written and oral communication and interpersonal skills able to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal support. • Ability to supervise others and work effectively as part of a team. • Ability to manage discrete projects or implement service improvements.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Knowledge of the provision of a library services and awareness of national library initiatives and developments. • Ability to research and analyse numerical and written information. • Advanced people skills with the ability to relate with tact and respect to a diverse range of colleagues, service users and other stakeholders. • Advanced IT skills, particularly in the use of general and service specific software applications and systems, with the ability to support customers to use them. • Excellent customer care skills. • Ability to maintain an awareness of national, countywide and local initiatives relevant to the improvement of service delivery and development including exploiting resources available that promote new methods of service delivery, participating in user education in order to improve the customer experience, and increasing use across the service. • Problem solving skills, with the ability to thrive in a complex environment. • Ability to develop and deliver basic training. • Practical experience of working at management level in a library or customer focussed environment and an enthusiasm to help the public and deliver high quality customer service. • Experience of building positive working relationships. • Experience of co-ordinating projects and resources. • An interest in, and enthusiasm for, books and reading & lifelong learning • A positive attitude to training and personal development. • Ability to work to flexible patterns, practices and in a variety of locations including unsocial hours when necessary, as well as evenings and planned weekends.
Role Summary	Roles at this level provide a practical front line support service in a specialist area working as necessary with volunteers, community, professional groups and local organisations to ensure provision of a service. They may supervise a team and manage delivery in their own service area or hold knowledge used to provide a specialist service to the public with in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.

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