

Job family	Community Engagement	Role profile number	CE11-0621	Grade K
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Job purpose: Engage customers, visitors and partners to utilise a facility or service and deliver excellent customer service.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification, but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent communication and interpersonal skills. Excellent customer service skills. Significant experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Maintain and improve operational efficiency and quality of service of own. Proactively develop professional knowledge, skills and behaviours. Represent specialist area internally and / or externally to put Council view and respond to enquiries. Manage specialist projects or improvement programmes, or contribute to larger initiatives Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Recommend and prepare the submission of bids for short and long term funding / income.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Regular contacts will include: senior managers, leadership team, councillors, volunteers, external bodies and partners. Deal with all people at all levels professionally, sensitively and diplomatically

	Communicate with others in the same field to keep up to date with developments and best practice Co-operate with and support colleagues, supervisor and where relevant volunteers.
Decisions – Discretion & Consequences	Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available. Assess the options and take appropriate action, where only general guidelines exist. Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services. The consequences of the decisions will have a significant effect across the service and community. Identify additional requirements or shortfalls and recommend innovative, robust solutions. Maintain all required records and information. Analyse and interpret complex information, for input into reports and recommendations. Plan, co-ordinate and / or deliver training activities which support knowledge sharing both internally and externally, where appropriate Identify the requirements for communication / promotional / engagement events and activities to support the area of responsibility Ensure agreed proposals are planned, designed and implemented. Assess and mitigate any risks associated with the operation of the service/facility ensuring that stakeholders are aware of all safety and security issues.
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers. May involve lone working and dealing with anti-social behaviour.
Behaviours framework	The job holder will be demonstrating all of the desirable behaviours at this level, and be working towards the aspirational behaviours in the framework. Please refer to Behaviours Framework for a full list of the desirable and aspirational behaviours required.
Skill Profile	To be demonstrating level 2 “advanced” across the skill area of communication & customer service.
Health & Safety	All employees are required to 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 their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Local Studies Librarian	
Role profile family:	Community Engagement	
Role profile number and grade:	CE11-0621	Grade K
Number of posts:	1	
Service/Team:	Libraries, Heritage & Arts	
Reports to:	Heritage Services Manager	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function Context

The overall responsibilities of the service/function are:

Libraries Heritage and Arts support the development of resilient communities and the economy of Wiltshire through providing and promoting access to information, learning, skills development, heritage services and culture. The service operates through a network of 31 Static and 3 Mobile Libraries and the Wiltshire and Swindon History Centre in Chippenham which houses the County Archives and Local Studies, Archaeology, Conservation and Museum Services.

Job Purpose

Manages a programme of history centre events, visits, lectures, courses, outreach talks and other activities. Is a member of Heritage Management team and a duty Manager for the History Centre. Has a key role in the integration of archives and local studies material and service and in co-operations between the teams.

Trains staff in public libraries in all aspects of local studies work and practice. Has a key role in providing history courses and workshops for schools and colleges and organises children's activities at the History Centre

Responsible for the County Local Studies Library and for the acquisition, preservation, and recording of local history information in any format and its use throughout Wiltshire within service guidelines.

Responsible for co-ordinating local studies services across the County and a key contributor to and manager of the Wiltshire Community History website. Leads the County Local Studies Project Team and sets its work programme

Specific duties and responsibilities include:

- The postholder uses their knowledge and expertise of material in a variety of forms (book, pamphlet, electronic, ephemeral, visual) relating to local history, local government, administration and current affairs within the area to maintain local studies service stock to meet known and anticipated needs of the Wiltshire community and people outside Wiltshire now and in the future. Much of this material will never be available again. Sets budgets in agreement with the Heritage Services Manager.
- Manages the local studies budget and authorises payments from this. Also manages Publications trading account, shop trading account and Victoria County History Reprint trading account, to publish Wiltshire material and make wholesale purchases. Ensures financial regulations are complied with so that a range of Local Studies material can be purchased across the financial year and so that the Publications programme is self-funding, leading to a continuous range of local studies publications and history Centre promotional items. Also works with local groups to draw in funding for joint publications where possible. Established and manages History Centre shop for income generation.
- The postholder uses skill and expertise in creative writing and information presentation to create and manage local history web content for Wiltshire communities and liaises with the Web Systems Manager to ensure the content is presented in the best technical format (e.g. a database system for frequently asked questions, or image banks). The postholder also manages the work of staff temporarily engaged on the project. This enables the Council to offer the high quality Wiltshire Community History website, which offers content used by a range of visitors from schoolchildren to enquirers from abroad.
- The postholder establishes and organises programmes of outreach activities for both adults and young people for the History Centre and markets and publicises both the Local Studies Service and several other History Centre services to encourage and develop interest in Wiltshire history. Organises promotional activities and online learning materials to raise awareness of History Centre services and increase the number of visits to the Centre. Organises educational activities with local schools at the History Centre and in schools.
- Manages the provision of local studies information to individuals, institutions, groups, companies or business ensuring a suitable, prompt, and accurate response and liaising with any appropriate local or national source in pursuit of this objective. Authorises limited research. Ensures all service performance targets and standards are met. This develops greater interest in Wiltshire's past, promotes community values and a sense of place, contributing to corporate priorities, and also

promotes tourism.

- Member of the Heritage Management Team developing policy and practice for the Heritage Team and the History Centre. Manages the Local Studies Team and a group of volunteers, and supervises Archive staff working in the public area of the History Centre. Works closely with the Principal Archivist to ensure excellent Archives and Local Studies services and practice
- The postholder leads the County Local Studies Project Team, sets its work programme and advises in the formation of Heritage policy for the county. Analyses and evaluates performance in all physical and virtual aspects of Local Studies work
- The postholder initiates and formulates local studies policy for the library service in consultation with service management and appropriate specialists (e.g. those with book preservation expertise or expertise in digitisation of images) in order that the library service operates within national standards for collection development, management and preservation.
- Manages the library service local studies publications programme in order that a range of promotional items are produced which extend knowledge of our collections, and contribute to Wiltshire local history on particular local history topics. Some of these titles will be jointly funded with local societies.
- The postholder promotes the study of all aspects of Wiltshire in libraries by means of staff training, stock expertise and management and events in libraries. Provides the link between the History Centre and District and Community Librarians in Wiltshire, and advises on all aspects of Local Studies policy and work. Liaises with Swindon Borough Council libraries over Local Studies practice.
- The postholder is responsible for the preservation and management of a collection of books, photographs, pamphlets, multimedia and electronic information, and ephemera which ranges in individual value. Work will involve digitisation of images, re-binding of books, and storing particular items in a controlled (temperature, humidity, and light) and/or secure (from theft, such as a safe) environment. The postholder also manages and develops a Local Studies collection worth £2.5 million and advises on content for the History Centre Emergency Plan.
- The postholder is responsible for developing and writing the content for the Community History website, and also liaising with the Web Systems Manager to ensure that it is structured for the web in such a way as to make that information and content easily and quickly available to the visitors who access it. The Community History website presents historical information for an increasing number of Wiltshire parishes (content will be developed for all 261) and this includes a detailed thumbnail history, which runs to several pages and which is created from scratch by the postholder using well developed writing skills. There is also the selection of appropriate pictures, maps, frequently asked questions, links to wider county information, and detailed written work on schools and churches, all requiring highly developed research skills as the information comes from a variety of sources, from archives to published material. Similarly the postholder has to use their knowledge of the web to ensure that information is presented and held in the most effective way to aid retrieval on the web, whether this should be database held, or simply text. This website is the most popular area of the Council site, and has been accredited by the National Grid for Learning as a site which schools can confidently use to support class work, and by the National Library for the Blind who recognise its accessibility for visually impaired people.
- The postholder creates and reviews the Disaster Plan for the Local Studies collection housed at Libraries & Heritage headquarters. This plan details the action that should be taken in response to a range of potential events on a scale of severity, in order that the collection of material is protected and saved. This, for example, contains the action plan if there is a fire/flood/building damage. The plan must be updated to reflect changes in how material is held, floor plan changes, or changes of accommodation more broadly. As the material in our local studies collection is often unique, this plan is of key importance.

Person Specification
Specific qualifications, knowledge, and skills required for this role:
<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Graduate or post graduate qualification in Librarianship or Information Studies or equivalent Chartered Librarian CILIP • Significant post qualification experience in an information role including working with the public • Expert knowledge of local studies resources, collections management and development • Excellent ICT skills • Level 4 or equivalent in management and supervisory skills • Experience of planning and delivering training for staff, volunteers and customers • Excellent Customer service skills • Excellent communication and presentation skills • Strong knowledge of current professional initiatives • Strong partnership working skills • Analytical and reporting skills • Excellent written communication skills • Planning and performance monitoring skills, • Ability to lead and motivate staff • Understanding of website structures
<p style="text-align: center;">Desirable</p> <ul style="list-style-type: none"> • Knowledge of archive practice and collections and other Heritage Services
Career graded posts (where applicable)
<p>Please list the posts that form part of this career grade structure:</p> <p>N/A</p>

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>