



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Library Systems Support Assistant

Vacancy ID: 010885

Salary: £9,777.00 - £9,972.50 Annually

Closing Date: 01/03/2020

Benefits & Grade

Grade F

Contract Details

Temporary for 18 months

Contract Hours

18.5 hours per week

Disclosure

The successful applicant will be subject to an Enhanced DBS check

Job Description

Stockton Libraries & Information Service is passionate about providing access to quality books, information, IT, events and activities to residents across the borough.

We are constantly seeking to improve our service and have plans to replace our library management system over the next 12 months.

We are looking for a knowledgeable IT systems operative to join us as a Library Systems Support Assistant. You will focus on aiding the implementation and transition onto a new IT system, reporting to the Digital Services Librarian and working within the Digital Services Team.

Experience of IT systems and management databases is essential as the role will include the day-to-day extraction of data from our current library management database, Capita Talis, and maintenance of our IT systems and equipment.

You will be heavily involved with the processes of selecting and installing a new system, in collaboration with our Digital Services Librarian and the Council's central IT department. You will also be expected to train staff in the new system.

You will be expected to provide support to frontline library staff, solving problems associated with IT systems, as well as supporting day to day services, such as self-service systems, public PCs, Wi-Fi and occasional project work.

As the role covers the whole of the library service you will be required to travel to different library buildings across Stockton-on-Tees to provide IT support.

We are looking for somebody who has a positive attitude and commitment to delivering a quality service to join our team. Knowledge of the public library environment would be beneficial.

You will need to be experienced, enthusiastic and reliable with good communication skills, as you will be dealing with library staff from across the service, external companies, IT colleagues and members of the public.

Please note: this post is working opposite another member of staff in a similar role.


An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Chris Rogers, Digital Services Librarian, on 01642 526104.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Culture Leisure and Events		Service Area: Libraries and Information
JOB TITLE: Library Systems Support Assistant		
GRADE: F		
REPORTING TO: Digital Services Librarian		
1.	JOB SUMMARY: To work within the Digital Team and be responsible to the Digital Services Librarian for the provision of an effective and efficient library management system and digital library service across the borough, providing support both remotely and within library sites.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To provide problem solving support for frontline staff and librarians for the Library Management system, ICT systems and equipment across all services points, including the Innovation Station and Imagination Station.
	2.	To manage the maintenance, updating and development of the Library Service's management system databases, cataloguing functions and all other digital systems.
	3.	To ensure the safety and confidentiality of any data content and apply any corporate policies or procedures necessary.
	4.	To liaise with Xentrall, branch library staff and any other appropriate officers on all aspects of the library management systems and all digital resources.
	5.	To work as part of the Digital Team to develop and deliver training to staff on all aspects of digital library systems and resources
	6.	To produce management information from the digital library systems using the appropriate software to support library service development and evaluation.
	7.	To support the library development and operations team in delivering day to day services and project work.
	8.	To deputise for the Digital Services Librarian as necessary.
	9.	To be aware of and adhere to all Council financial, legal and administrative policies and procedures.
	10.	To undertake statistical and administrative tasks as required by the Digital Services Librarian.
	11.	To have knowledge of the key agendas that the Library Service is working towards – participating in service delivery changes / events that are part of these agendas, e.g. Health, Reading, Information and Digital
	12.	To deal with complaints / commendations, seeking advice from a senior staff member when necessary and adhering to the corporate system.
	13.	To work within agreed quality and innovation standards, continually looking for innovation in working methods and to co-operate in any changes to improve the Library Service.

	14.	To undertake any training that is deemed necessary to meet the duties and responsibilities of the post via internal / external providers
	15.	To participate in the training of new staff and work placements.
	16.	To facilitate excellent channels of communication between staff.
	17.	To foster good public relations, to give talks when required and to actively assist in the promotion of the Library Service.
	18.	To work within Corporate ICT guidelines

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of F using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

Job Title/Grade	Library Systems Support Assistant	F
Directorate / Service Area	Culture Leisure and Events	Libraries and Information
Post Ref:	POS005432	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	ECDL or equivalent IT qualification environment NVQ level 3 in Business Administration (or relevant equivalent) or an equivalent level of knowledge gained through substantial directly relevant work experience in a public library environment		Application form
Experience	Knowledge of current trends and local / national frameworks and working practices relating to ICT and digital services. Experience of problem solving in an ICT environment. Experience of partnership working	Substantial experience in a public library environment. Experience of performance management Knowledge of Health and Safety issues Experience of working with Capita Talis Library Management System. Experience of implementing new systems	Application / Interview
Skills	Responsive customer care skills. Ability to work within a team framework being able to motivate and develop teams. Time management/organisational skills. Be able to prioritise work and meet deadlines. Strong IT skills Training skills	Presentation Skills	

Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Dynamic, flexible and adaptable</p> <p>Receptive and responsive to change</p> <p>Team focused</p> <p>Enthusiastic and committed</p>		Application / Interview
Other requirements	Ability to travel independently		

Person Specification dated January 2020

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.