Newcastle City Council

Job Description

Post Title: Library and Enterprise Outreach Officer A5305

Evaluation: 430 points **Grade:** N5

Responsible to: Service Delivery Specialist

Responsible for: n/a

Job Purpose: To be part of the team within the Business & Intellectual Property Centre (BIPC), providing and developing high quality, customer focused services for across the North East BIPC's and taking the lead role delivering support within a designated geographical area. Responsible for ensuring that library and business information services provided are anti-discriminating, accessible and socially inclusive.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To lead the delivery of support and guidance to stakeholders across an identified geographical area, enabling access to library and business services and resources offered through the BIPC's.

2. To be responsible for the development and delivery of face to face and online training for library staff, ensuring that BIPC services are integrated into local library branch activity and monitoring.

3. To be responsible for innovating, developing and delivering effective solutions to ensure that impactful Intellectual Property support is provided to stakeholders and resources are allocated efficiently.

4. To lead the provision of professional reference enquiry services both face to face and online to business start-ups and entrepreneurs to meet agreed standards and performance targets.

5. To collate data from a varied range of sources, analyse and prepare policy recommendations that would improve the business support offer of the Council and our key stakeholders. These would primarily be focused around identifying new products, service ideas and further opportunities to be delivered through the BIPC and the wider Library service.

6. To lead the organisation and delivery of BIPC events and activities in allocated locations and support their promotion.

7. To be responsible for the effective monitoring of local activities, the effective application of processes within the BIPC and partner libraries deliver the service to the required standard and to the benefit of the customer.

8. To provide professional input to resolving complaints in line with Council policies.

9. To initiate and manage relationships with external stakeholder partners and to collaborate with internal and external services and partners as required, in order to enhance service delivery.

10. To handle small amounts of cash or record invoices for payment in accordance with financial procedures maintaining accurate and timely information.

11. To provide advice, guidance and interpret Council and external policies and procedures to BIPC customers.

12. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.