Effective date- November 2024

Gateshead Council

Role Profile

Digital Engagement Officer

INFORMATION ABOUT THE ROLE:

Group	Public Health and Wellbeing
Service	Libraries and Heritage
Location	Gateshead Central Library
Line Manager	Libraries and Heritage Manager
Grade/SCP	*Grade F - £28,624 - £31,067*

JOB PURPOSE:

To develop, deliver and promote digital activities from libraries and other community venues. To engage with communities and work collaboratively with other Council services and external partners to develop a programme of activity.

To maintain and develop an in depth and specialist knowledge of relevant digital resources.

To support Management team in the development and delivery of efficient and effective library and heritage services.

WHAT WE WANT YOU TO DO:

- To assist in the development and lead on the delivery and facilitation of an accessible programme of digital activities within libraries and in the community
- To explore and develop new and existing partnerships and opportunities for working collaboratively with council services, schools and external partners to promote digital inclusion and digital technologies
- To provide information and support to residents and signpost them to the relevant agencies and professionals when they have presented with difficult or complex needs to encourage all residents to thrive
- To oversee programmes of work and ensure agreed outcomes are met
- To ensure the provision of suitable resources to meet the needs of the delivery of services
- To maintain current knowledge of emerging technologies to ensure the service continues to evolve

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- To assist with the collation and recording of relevant, accurate information and intelligence to enable the management team can carry out robust evaluation of the success and sustainability of activities, to ensure the service is delivering Council objectives and priorities.
- To ensure the smooth day to day operation of the service and safe delivery of activities, including taking action on any health and safety concerns, and routine repair and maintenance of digital equipment.
- To assist the Library Management Team to ensure the dissemination of knowledge across the wider staff group including the delivery of training as and when required
- Such other responsibilities allocated which are appropriate to the grade of the post.

WHAT YOU NEED TO BE SUCCESSFUL…THE ESSENTIALS:

THE KNOWLEDGE

- Confident with IT, using new technologies and coding
- English and Maths, GCSE Grade 4 or above (or equivalent)

THE EXPERIENCE

- Planning and delivering specialist activities for target audiences
- Supervising staff and participants in digital activities
- Working in a Public Library or similar customer focused environment
- Working with children and young people
- Partnership working
- Working as a team
- Delivering excellent customer service
- Prioritising own workload
- Working well under pressure

THE SKILLS

- To communicate effectively with customers in order to understand and identify issues.
- Delivering training

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OUR COMPETENCIES... HOW WE WANT YOU TO BE*:*

EMPLOYEES

CUSTOMER FOCUSED
Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION
Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand

TEAM PLAYER
Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN
Takes responsibility for personal organisation and achieving results

FLEXIBLE
Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP
Actively improves by developing and applying new skills and knowledge and learns from past experiences

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MANAGERS/SUPERVISORS

CUSTOMER FOCUSED
Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION
Uses accessible and inclusive methods to express and deliver accessible information in a clear and concise way to ensure our diverse workforce and communities understand
Shares and listens to information and ensures employees views are sought out: listened to and make a difference. Facilitates and empowers employees to make things happen. Treats individuals with respect and consideration.

TEAM PLAYER
Works with others to achieve results and develop good working relationships

DEVELOPING TEAMS AND INDIVIDUALS
Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership and high-level organizational issues, and encouraging individuals to stretch beyond their current capabilities

MAKE THINGS HAPPEN
Takes responsibility for personal organisation and achieving results

FLEXIBLE
Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP
Actively improves by developing and applying new skills and knowledge and learns from past experiences

MANAGING PERFORMANCE
Effectively manages the performance of teams and individuals to ensure results are achieved

PERSONAL IMPACT
Is self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity