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| **Job Description** |
| **Post title** | Library Duty Officer |
| **JE Reference No** | N8828 |
| **Grade** | Grade 6 |
| **Service** | Regeneration, Economy & Growth  |
| **Service Area** | Culture, Sport & Tourism – Culture & Sport Services Management |
| **Reporting to** | Library Operations Officer |
| **Location** | Your normal place of work will be a designated library but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post isnot eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

To be responsible for the day to day operation of venues in providing a high quality service to customers, that is safe, efficient and enjoyed by users.

To lead a team that is motivated, positive, customer focussed and that implements a “can do” culture.

To organise suitable, effective and efficient staffing rotas and operations to meet the business needs, programme requirements and budget provision.

To actively assist the venue in the continuous improvement and development of performance and quality.

To deputise for the Operations Officer in his/her absence.

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| **Duties and responsibilities** |

Listed below are the min duties and responsibilities applicable to this post :

* To take responsibility for the day to day operational supervision of the venue in providing a high quality service.
* To ensure that the venue is clean, maintained and well presented to meet the demands of customers.
* To ensure effective and appropriate opening up and closing down procedures and daily facility and equipment checks are undertaken efficiently.
* To ensure implementation and checks (and appropriate remedial action where necessary) of all appropriate day to day systems, practices and equipment.
* To co-ordinate the timely setting up and setting down of equipment and activities to meet programme needs.
* To conduct all compliancy tests and continually monitor conditions to attain prescribed standards and to effect remedial action where appropriate.
* To ensure the venue is appropriately staffed in line with daily requirements to provide a high quality service.
* To ensure that all employees are effectively supervised in achieving efficient programme and facility operations.
* To ensure that operational employees adhere to effective service standards, systems and procedures.
* To monitor, authorise and review employee timesheets with rotas and registers.
* To assist in promotional work in relation to events and activities.
* To actively assist the venue in continuous improvement and development of performance and quality.
* To help provide an interesting and enjoyable range of activities for customers.
* To oversee the accurate and effective daily financial accountability of the centre including cashing up reconciliation.
* To attend the venue when required, on an emergency basis as a nominated key holder.
* Assist in the development of effective and efficient partnership working with key organisations.
* To ensure that all emergency procedures, including fire evacuations are carried out in accordance with the venue’s agreed policies and safety plans.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 4 or equivalent in relevant discipline.
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| Experience | * Significant experience working in a cultural/sport environment.
* Experience of supervising employees.
* Good Health & Safety experience.
 | * Experience of planning and running events.
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| Skills & Knowledge | * Good communication skills.
* Good knowledge of the Culture & Sport industry.
* Motivator.
* Highly organised.
* Good health and safety knowledge.
* Highly proficient in the use of ICT.
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
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| Personal Qualities | * Flexible approach.
* Team worker.
* Able to use initiative.
* Will be required to work outside of normal office hours.
 | * Travel is a desirable requirement of the post.
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