

JOB DESCRIPTION



**Bracknell
Forest
Council**

Job Title Library Stock Management Officer

Salary £18,933 - £19,698 (pro rata)

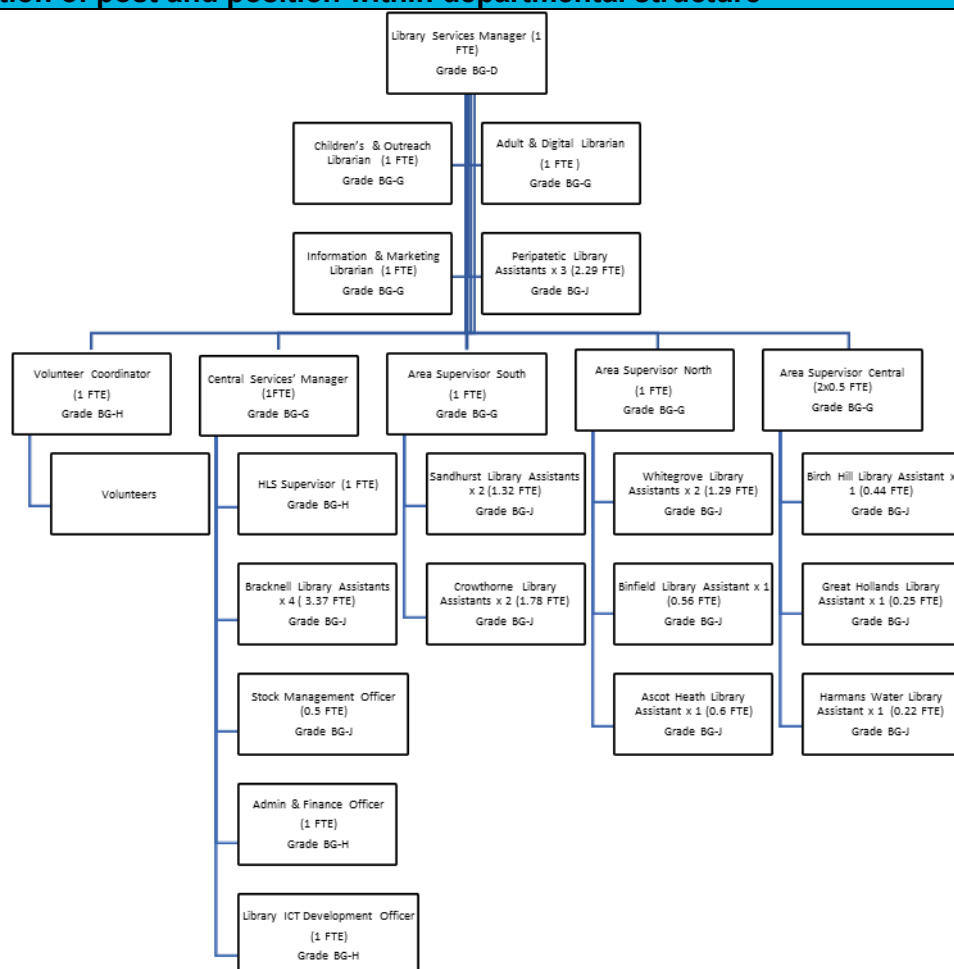
Directorate: Delivery **Section/Location:** Libraries

SGrade/Salary Range: BG-J SCP 4-6 **Work style:** Fixed

Key Objectives of the role

- To provide stock services support to the broader team within Bracknell Forest Libraries.
- Cataloguing and processing of stock in all formats.
- As a member of the Bracknell Library team, you will contribute to the effective frontline provision of the public library information service for Bracknell Forest Council.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- To catalogue all items where supplier records are not available, downloading where required, whilst maintaining bibliographic standards and inputting data accurately onto

computer systems.

- To support the Library Services Manager in monitoring the quality of stock ordered through supplier selection and dealing with any ensuing problems, plus ordering from additional suppliers as required.
- Chasing missing orders and ratifying invoices, amending orders when required.
- To support the Central Services Manager with the provision of an efficient inter-library loans' service for items not currently in Bracknell Forest Libraries, by liaising with the British Library over complex queries and loans.
- To assist with stock training for all field staff, as required.
- To assist auditors with stock audit trails, as required.
- Assisting customers to issue, return and renew items of stock using the self-service kiosks.
- Registering customers for E+ / Library membership, updating membership records as necessary, and signing up customers to use the Library Service out of hours through Open+ technology.
- Dealing with customer enquiries in person, digitally and via the telephone, in a courteous and timely manner.
- Dealing with the deliveries, processing requested items and dealing with inter-library loans' enquiries.
- To be fully aware of Borough Health & Safety and Safeguarding policies and procedures and to assist with compliance.

Scope of role

Budget: There is no budgetary responsibility

Resource Control: None

Impact: Demonstrating the relevance of the Library and Information Service to the local community
Increasing issues and visits in all libraries
Excellent customer care and support to colleagues

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION



KEY CRITERIA	REQUIRED	PREFERRED
Skills and qualifications	<ul style="list-style-type: none"> • English and mathematics to GCSE or equivalent (Grades A to C). • ECDL 2, CLAIT, NVQs in ICT or similar. 	<ul style="list-style-type: none"> • Computer software packages, including Microsoft Office. • Confident in the use of the Internet and Library Management systems.
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> • Good working knowledge of stock processes, with experience of supplier selection, bibliographic standards, stock ordering and Interlibrary loans in all formats. • Excellent verbal and written communication skills. • Excellent customer care skills, with a friendly and professional manner. • Able to deal with queue situations calmly and efficiently. • Able to work as part of a team, supporting colleagues and making a positive contribution. • Ability to prioritise workloads, manage time effectively and take responsibility in the absence of the Supervisor. • Shows determination to achieve results. • Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. 	<ul style="list-style-type: none"> • Ability to handle customer and supplier enquiries effectively. • Willingness to undergo training to ensure that all areas required for this role are covered. • Experience of working with a broad range of clientele, including children and young people, in a frontline environment. • Previous experience of working in public libraries. • Knowledge of current Government initiatives affecting public libraries
Work-related Personal Requirements	<ul style="list-style-type: none"> • High degree of accuracy in performing tasks. • Willing to work alone when necessary to maintain operational requirements. • To be able to lift boxes of new stock in line with current manual handling guidelines. 	
Other Work Requirements	<ul style="list-style-type: none"> • A satisfactory enhanced Disclosure and Barring Service check. • The ability to converse easily with members of the public and respond effectively to questions in spoken English. 	

KEY CRITERIA

REQUIRED

PREFERRED

Role models and demonstrates the Council's values and behaviours

One Council

Forward thinking & focus
Open
Respectful
Working together
Adaptable
Resilient
Determined



We are facilitators