

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Libraries and Heritage Service Support Officer (Wandsworth)	Grade: SO1 (1.0 FTE)
Section: Culture and Leisure: Libraries	Directorate: Environment and Community Services
Responsible to following manager: Library Development Manager	Responsible for following staff: N/A
Post Number/s: TBC	Last review date: 21/10/2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Reporting directly to the Library Development Manager, the Libraries and Heritage Service Support Officer (Wandsworth) is responsible for supporting the operational monitoring of the libraries contract. This is a large multi-million-pound contract, to operate 11 public libraries on behalf of the London Borough of Wandsworth.

You will also assist in coordinating key external and internal communications for the Service in Wandsworth.

In addition, you will provide wide-ranging financial and administrative support to the Libraries Management team.

You would be required to work on site at least 3 days per week in Wandsworth or Richmond and occasionally work outside of normal office hours.

Specific Duties and Responsibilities

1. Contract Monitoring

a) Library Provider Contract

To support the Library Development Manager to:

- Arrange, prepare, and facilitate regular Provider meetings to review contract performance in line with contract requirements – in advance prepare agendas, monitoring summaries and write up minutes/actions.
- Supporting regular and ad-hoc visits to library and heritage service premises to ensure compliance with operational methods, procedures, and standards and write up/file notes.
- Support the maintenance of a robust, accurate and up-to-date monitoring pack (data entry and summary of existing reports) to be reviewed at meetings to ensure the effective delivery of service.
- Attend meetings between Council and Provider to track Facilities Maintenance, progress improvements and repairs to buildings.
- Develop and maintain strong and positive working relationships with the Provider.

2. Library and Heritage Service External Communications

To support the Library Development Manager to:

- Coordinate service communication with residents, library users, library staff, Council officers, elected Members, and external agencies.

- With the oversight and support of the Senior Management Team, process and draft Service responses to complaints, FOI requests, and other time-limited enquiries and ensure proper filing.
- Assist in formal public consultation exercises and surveys.
- Supporting the operational delivery of occasional council-led events, e.g. official openings, council-wide campaigns, etc.

3. Financial Administration:

- Liaise with corporate finance colleagues on invoice submission and monitoring of payments on time. This will need to be undertaken on the council finance system Integra – training will be provided.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

There will be requirements for some out of hours working to attend committee or other community meetings.

Hybrid / Flexible working supported but the nature of the role will require significant on-site presence.

Additional Information

Team structure

Current team structure

Role	Reporting to
Libraries and Heritage Service Support Officer	Library Development Manager

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Responsible to: Library Development Manager	Responsible for: N/A
Post Number/s: TBC	Last Review Date: 05/11/2024

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Good working knowledge of Microsoft Office applications, including Excel and Sharepoint.	E		A/I
Showing understanding and commitment to delivering Wandsworth and Richmond's five values in practice and understanding the connection between your individual work and these values: <ul style="list-style-type: none"> • Think bigger • Embrace difference • Connect better (working across the two councils) • Lead by example 	E		A/I

<ul style="list-style-type: none"> Put people first https://recruitment.richmondandwandsworth.gov.uk/about-us/			
Comprehensive knowledge of the operations and management of library and heritage services.		D	A/I
Experience	Essential	Desirable	Assessed
Proven experience of administrative support in a public sector environment.	E		A/I
Experience in engaging successfully with a wide range of stakeholders on the improvement of public services.		D	A/I
Financial administration, including reporting and processing of invoices.		D	A/I
Skills	Essential	Desirable	Assessed
Excellent verbal and written communication skills, with the ability to effectively liaise with a variety of stakeholders.	E		A/I
Ability to pay attention to detail in the recording, monitoring and filing of data, minutes and other documentation.	E		A/I
Exceptional organisational skills, with the ability to manage multiple tasks and priorities effectively.	E		A/I
Qualifications	Essential	Desirable	Assessed
GCSE English and GCSE Maths at Grade C / Grade 4 or above or equivalent	E		A/I

A – Application form / CV

I – Interview

T – Test

C - Certificate