

Library Supervisor (Saturdays)

Candidate information pack

Role: Summary

Job title:	Library Supervisor (Saturdays)
Department:	Member Services
Salary Range:	£32,105 - £37,455 full time equivalent. (£13,759 - £16,052 for a 15 hour week)
Hours:	The normal hours of work are 15 hours a week, excluding meal breaks, worked 9.30am to 5.45pm every Friday and 9am to 5.45pm every Saturday. On occasion additional hours may be required outside these hours and the post-holder will normally be entitled to time off in lieu, additional payment at the normal hourly rate, or overtime as set out in the Staff Handbook.
Status:	18 month fixed term contract subject to the Library's general employment policies
Location:	St James's Square, London SW1
Accountable to:	Member Services Librarian
Key relationships:	Head of Member Services Member Services Department Library staff Members and prospective members

Purpose:

To support the Member Services Librarian during Friday and Saturday opening hours and on occasion take charge of the Library; to assist with the supervision and delivery of effective reception, lending and enquiry services to members and prospective members. The Member Services department has a particularly high profile among the Library's members and makes a vital contribution to the institution's good relations with its members: diplomacy, as well as professionalism, is a key feature of this post.

Role: Key Duties

Service Provision

- To support the Member Services Librarian, participating in, and in their absence taking full responsibility for:
 - Ensuring the preparedness of the Library, members' facilities and resources, at the start of the day. Completing closing down procedures appropriately to allow for a similar preparedness upon next opening.
 - The preparedness of the Library's Reading Rooms and individual study spaces, ensuring furniture, equipment and resources are kept in order, notifying Buildings and Facilities Management of any issues and keeping the Head of Member Services informed as necessary.
 - The provision of an effective reception function.
 - The provision of an effective circulation, renewals and reservation service, ensuring all loans are recorded and processed accurately.
 - The provision of an effective enquiry service to members, ensuring responses to enquiries are accurate, timely and helpful.
 - The fetching and return of books from locked stores, ensuring that appropriate security and conservation measures are followed at all times, and arranging for rare material invigilation as required.
 - The provision of inductions for new and existing members and tours for prospective members
 - The provision of member and staff training in the use of electronic resources and various Library equipment, eg scanner.
 - The provision of general assistance to members in their use of the Library.

Staff Supervision

- To assist the Member Services Librarian in reviewing, developing and improving operational procedures to improve the member experience and/or the efficiency of processes.
- To assist the Member Services Librarian in creating and maintaining effective documentation on the policies and procedures of the department.
- To assist in maintaining good communications throughout the department and with other departments, ensuring timely and appropriate circulation and dissemination of information.
- To participate in recruitment as required.
- To participate in the training of new Member Services staff in the policies and procedures of the Department, ensuring all staff reach and maintain a high standard of competence and preparedness for their duties.
- To have an overview of service delivery and effectiveness from all staff participating in reception, lending and enquiry services during non-core hours, advising on the provision of refresher training as necessary.
- To maintain good morale and performance from staff covering non-core hour duties, encouraging them to contribute effectively to the delivery and development of high-quality services to members.

Other duties

- To provide input into planning the development and improvement of library services to members with particular reference to services during non-core hours.
- To act if required as Senior Fire Marshal during non-core hour emergencies in accordance with the Library's Health and Safety documentation.

- To ensure that adequate back-up cover is available for the essential functions of the post during absence by training and delegating as appropriate.
- To attend appropriate training courses to improve and extend skills base as recommended by the Library.
- Other administrative tasks and projects as required for the efficient running of the Library.
- Such other duties as may be reasonably required by the Director.

The job description set out above may be subject to amendment at the discretion of the Director of the London Library.

Revised: May 2022

Person Specification

Experience and Knowledge

	Desirable	Essential
• Previous experience of supervision of staff providing circulation and enquiry services in an academic or large public library		✓
• Librarianship qualification or qualified by experience in library management		✓
• Understanding of the needs of users in a similar library or institution		✓
• Exceptional customer-service skills		✓
• Knowledge of reference sources (print and electronic) in the Arts and Humanities		✓
• Excellent IT skills (MS Office, email, internet, databases) and proven ability to learn new systems quickly		✓
• Demonstrable knowledge of GDPR and the importance of confidentiality		✓
• Some basic familiarity with rare book librarianship	✓	
• Reading knowledge of one or more European languages	✓	

Skills and Abilities

• Excellent interpersonal and communication skills		✓
• Proven ability to organise own work and time effectively		✓
• Proven ability to contribute effectively to a team		✓
• A high degree of literacy and ability to draft appropriate letters, training documentation and guides, etc		✓
• Ability to convey information orally in a clear, concise, and friendly manner		✓
• Attention to detail and the ability to work accurately and methodically		✓
• Ability to defuse situations when dealing with difficult people		✓

- Good organisational and problem-solving skills ✓
- Ability to contribute constructively to departmental discussions ✓
- Ability to identify improvements to routine procedures and help implement these ✓
- Ability to deliver successful one-to-one and group training ✓

Personal Impact

- Pleasant, approachable, helpful and responsive even under pressure ✓
- Discretion, tact, diplomacy, and proven ability to maintain strict confidentiality ✓
- Personal awareness of diversity within the membership and the staff ✓
- Flexible, willing to turn a hand to whatever needs doing on occasion
- Patience, resilience and a good-humoured approach to problem-solving

Key Information

Hours of Work, Pay and Benefits

Hours of work

The normal hours of work are 15 hours a week, excluding meal breaks, worked 9.30am to 5.45pm every Friday and 9am to 5.45pm every Saturday. On occasion additional hours may be required outside these hours and the post-holder will normally be entitled to time off in lieu, additional payment at the normal hourly rate, or overtime as set out in the Staff Handbook.

Salary

£32,105 - £37,455 full time equivalent.
(£13,759 - £16,052 for a 15 hour week)

Annual leave

101 hours including days when the Library is closed for public holidays.

Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

Meal allowance

In addition to salary, the Library gives a taxable "meal allowance" of £2.08 per day to all members of staff working a full seven-hour day.

Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such

as dental fees and prescription charges as well as access to a 24 hour employee assistance service.

Season tickets and bicycle loans (subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

Training & Development

The Library is committed to the support and development of all workers. We aim to ensure that all workers not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application and selection procedures

How to Apply

Please download the application form from our website, complete all three sections and send them **by email only to:** vacancies@londonlibrary.co.uk quoting reference number LL/22/05

Timetable

Deadline for applications to be received: Sunday 22 May 2022 (by 5pm)

Appendix – GDPR Privacy Notice

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, ie before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our third party service providers.

How long we keep your information

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.

Your right to object to us processing your information

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact vacancies@londonlibrary.co.uk if you wish to object in this way.

Your rights to correct and access your information and to ask for it to be erased

Please contact vacancies@londonlibrary.co.uk if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

THE SCHEDULE
[ABOUT THE INFORMATION WE COLLECT AND HOLD]

Part A

Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (ie address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome To inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process To comply with legal/regulatory obligations Information shared with relevant managers, HR personnel and the referee
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to carry out a fair and non-discriminatory process Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

Part B

Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ	From your referees (details of whom you will have provided)	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
Information regarding your academic and professional qualifications Δ	From you, from your education provider, from the relevant professional body	<p>Legitimate interest: to verify the qualifications information provided by you</p>	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ	From you and, where necessary, the Home Office	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
Information about your health, including any medical condition, health and sickness records	From you	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.