Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Library Services Officer</th>
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<tbody>
<tr>
<td>Directorate or Region</td>
<td>South Asia</td>
</tr>
<tr>
<td>Department/Country</td>
<td>Library, Sri Lanka</td>
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<tr>
<td>Location of post</td>
<td>Orion City - Colombo</td>
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<tr>
<td>Pay Band</td>
<td>PB 3 (Grade J)</td>
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<tr>
<td>Reports to</td>
<td>Assistant Manager, Library Services</td>
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<tr>
<td>Duration of job</td>
<td>Two year fixed term contract</td>
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**Purpose of job:**
Support Assistant Manager Library Services to deliver and promote agreed Library services at our partner location in Colombo in line with the British Council’s country plan.

**Context and environment:** (e.g. dept, description, region, description, organogram)
British Council Sri Lanka is a vibrant operation delivering a high impact portfolio of projects. We have 25,000 members in our libraries, the largest membership in the British Council global network and run two of the largest British Council Teaching Centre and Exams operations in the world.

We are currently expanding our local network of libraries with our new partner co-funded library in Orion City, Colombo. This new library is designed to function as a collaboration space where individuals will engage with information, read books, play games, buy coffee and meet up with their friends and colleagues for conversation. The library will hold a collection of books, periodicals, IELTS study packs and DVDs, and promote library memberships, professional skills development workshops, information and services about United Kingdom Qualifications including IELTS professional and academic qualifications and our Arts and Education activities.

**Accountabilities, responsibilities and main duties:**

1. **Supporting Assistant Manager, Library Services in the marketing and delivery of library products and services:**
   - Evaluates the quality of products and services, measures customer feedback, agrees and implements action if/when necessary to make changes.
   - Manages the range of library processes required to deliver the services as planned: supports Assistant Manager Library Services (AMLS) in maintaining an up to date collection, in conducting / facilitating annual user surveys and in conducting procurement and stock verification.
   - Assists Assistant Manager Library Services in identifying the needs of the library members and others in the partner location and develop appropriate events and activities for engaging with customers.
   - Manages the events and activities throughout the year according to the agreed annual plan together with other events specific to the Orion City Library.
   - Coordinates venue bookings of all events organised.
   - Amends publicity material, designed in Colombo, for library events and where necessary, creates them in liaison with the MARCOMMS team in Colombo.
   - Assists other colleagues with promotional activities connected with marketing library services / events.
o Organises and carries out promotional visits in companies in Orion City.

o Promotes the library to employees and their visitors by conducting library tours and presentations.

o Manages resources available in the library for delivery and achievement of agreed targets (equipment, systems and processes, including financial transactions).

o Communicates library services and events to customers; responds to customer correspondence.

o Proactively collaborates with colleagues to ensure information about library products and services are understood.

2. Responsible for the day-to-day administration of the library:

o Regularly monitors the neatness and cleanliness of the library including the maintenance of the soft furnishings.

o Shelves all materials regularly and accurately according to Dewey Decimal Classification: there should be less than 5 errors at any individual section at any given time.

o Works at the Front Office according to agreed British Council standards. This includes: attending to circulation and membership duties; cash handling; fines; extensions; reservations; lost book charges, searching information for members/visitors, etc.

o Gives out first line library information accurately as per British Council Customer Service standards.

o Provides a support service for all library sections.

o Is responsible for all revenue collected for memberships / fines and the fines float.

o Clears returned items from the circulation counter / shelves correctly.

o Identifies all items that are damaged, have unclear spine labels or are without labels.

o Attends to spine labelling of items.

o Sets up and ensures library notice boards and displays are attractively maintained and updated.

o Ensures that all up-to-date information and material is available for customer reference.

o Updates the manual membership register and files all membership applications.

o Grants extensions given for library material; maintains statistics and extension files.

o Processes new books according to numbers and deadlines.

o Takes steps to ensure the safety of the children using the facility and, in an emergency, takes immediate action and administers first aid where appropriate.

o Monitors the use of the library to ensure that children use the resources properly and that no damage is caused.

o Ensures sufficient control of activities (particularly those involving children) so as to prevent undue disturbance of other library customers.

o Monitors and provides guidance (produces suitable hand-outs to members and parents) in the use of multimedia services such as CD ROMS and Internet in the library.

o Ensures that support is provided to members in the use of reference material and multimedia resources for study purposes, e.g. searches to be carried out, printouts provided on payment.

o Ensures that all multimedia equipment is in working condition at all times and liaises with IT for the smooth running of multimedia services.

o Is responsible for the publicity of the book collection such as setting up themed displays and new additions, publicity, etc.

o Maintains an order file, to check orders against book consignments and updates the stock register.

3. Responsible for maintenance of the periodical collection:
Processes and displays new periodicals within 2 days of receipt.
Processes and circulates all back issues within 2 days.
Withdraws back issues according to frequency and clears as agreed.
Once a year carries out a periodical user survey to check usage.
Maintains a database of new periodicals.
Processes new DVDs according to agreed policies and BC standards; displays and maintains a database for new arrivals.
Is responsible for the development of the reference collection as per the collection development policy and the day-to-day management of the reference section.

4. Assists in providing quality administrative and financial services:

Provides administrative support as requested by Assistant Manager Library Services.
Carries out Library Cash Officer / Duty Officer duties in rotation with other relevant Grade H staff member.
Collects daily library revenue at the end of the day according to the Cash Handover Policy and updates relevant spread sheets.
Enters library income in FABS (SAP – an online system), banks and reconciles library income as per British Council finance policy in rotation with other Grade H officer, clears cash at the end of banking on FABS (SAP).
Delivers a range of financial services including payments, income reconciliation, raising and processing invoices, etc. on a daily basis as per audit and Financial Control Compliance Framework (FCCF) requirements.
Closes cash desk balanced with actual received income accurately.
Prepares banking and hands over cash to bankers.
Ensures that all income collected is locked-up in the safe by the end of the day.
Parks all non-teaching centre income accurately on FABS (SAP).
Is responsible for holding safe keys / combinations in accordance with the delegated authorities.
Maintain quotations, order books and other necessary items for Orion City Library and create Purchase Orders (POs) with Assistant Manager’s approval, arrange for timely payment, monitor payments and maintain records.
Orders stationery materials for Orion City Library following all procedures required from external suppliers.
Raises POs, checks and good receipts items on FABS (SAP) as per FCCF requirements.
Manages and administers the petty cash float.

Key relationships:
- External - customers and clients.
- Internal – Assistant Manager Library Services, Manager Library and Information Services (Library, Education, Programmes, Finance, Human resources, IT and Facilities, Marketing and Communications - MARCOMMS).

Other important features or requirements of the job:
- The post-holder will be asked to work a five-day week (with two consecutive days off) for a total of 37.5 hours per week.
- The two-day weekend will probably not be Saturday-Sunday.
- Occasionally, the post holder may be required to work extra hours depending on the urgency of a task and during busy periods.
- Flexible working is required to cover staff rosters and operational needs.
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<thead>
<tr>
<th>Please specify any passport/visa and/or nationality requirement.</th>
<th>Sri Lankan citizen or in possession of a valid work visa to work in SL.</th>
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<tbody>
<tr>
<td>Please indicate if any security or legal checks are required for this role.</td>
<td>Under our Child Protection agenda, the post-holder is required to obtain a Police Report prior to appointment.</td>
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Person Specification

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<thead>
<tr>
<th>Behaviours</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment stage</th>
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<tbody>
<tr>
<td>Behaviours assessed during interview stage of recruitment process</td>
<td></td>
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<td>The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations. Behaviours to be assessed during the interview stage of recruitment are mentioned.</td>
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<tr>
<td>• Working together (essential)</td>
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<td>• Connecting with others (essential)</td>
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<td>• Being accountable (essential)</td>
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<tr>
<td>Behaviours not assessed during recruitment process</td>
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<tr>
<td>• Making it happen (essential)</td>
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<td>• Shaping the future (essential)</td>
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<td>• Creating shared purpose (essential)</td>
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<thead>
<tr>
<th>Skills and Knowledge</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment stage</th>
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<tbody>
<tr>
<td>• Communicating and Influencing (Level 1)</td>
<td>Managing Finances and Resources (Level 1)</td>
<td>Short listing, interview and written test in English</td>
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<td>• Using Technology (Level 1)</td>
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<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment stage</th>
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<tbody>
<tr>
<td>• G.C.E. A/L or equivalent qualification</td>
<td>A distinction in English</td>
<td>Short listing and interview</td>
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<tr>
<th>Language Proficiency</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment stage</th>
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<tbody>
<tr>
<td>• English - written and spoken</td>
<td></td>
<td></td>
<td>Interview</td>
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Submitted by Manager Library and Information Services  
Signature and Date April 2016

Post-holder Signature and Date