

# Job Description



**Nottingham**  
**City Council**

## **Job Title: Library Support Officer**

**Department:** Communities Environment Resident Service

**Service:** Culture and Libraries

**Grade:** C

**Post reference number:**

### **1 Job purpose**

As a key member of the Business Team, the post holder will assist with the provision of reliable and efficient administrative, financial, and performance data support for library services across the city. The role will provide a support service to internal colleagues and external customers, ensuring financial processes, administrative tasks and performance monitoring are completed effectively and on time.

Responsibilities will include financial tasks, including processing purchase orders, procuring goods and services, raising and reconciling invoices, and ensuring compliance with financial policies and procedures.

The post holder will also play a key role in data and performance monitoring, ensuring accurate record-keeping. They will collect, input, and verify data related to service usage, financial transactions, and operational needs.

In addition, the post holder will support frontline and development colleagues in the delivery of services.

### **2 Principal duties and responsibilities**

1. Provide and contribute towards high-quality administrative support for library services across the city, including support with finance, IT, building maintenance and library project activities, as required.
2. Perform a range of general office duties, including maintaining electronic and manual filing systems, utilising IT software including Microsoft Office, particularly Excel, online databases, and Council finance systems.
3. Undertake various financial tasks, including ordering goods and services, managing orders and invoices through to payment, and processing recharges, always ensuring compliance with financial regulations.
4. Oversee and maintain stock of office supplies and washroom facilities, ensuring timely ordering and stock management.
5. Update and assist in the maintenance and collection of performance data, preparing reports for management to support analysis, trend identification and service improvements.

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6. Contribute to development and improvement of systems for tracking finance and performance data processes, to support operational efficiencies.
  7. Proactively follow up on tasks, including setting up suppliers, checking missed payments and gathering any outstanding performance data to make sure workflow targets are met.
  8. Provide frontline cover, as needed, to support the operational delivery of libraries.
  9. Support library events and activities as part of the wider team.
  10. Respond to enquiries from colleagues and customers in person, by telephone or by email, providing accurate information promptly, and escalating enquiries as necessary.
  11. Manage room bookings, including scheduling, invoicing, communicating with customers, and arranging internal charges.
  12. Provide general office cover and support urgent administrative tasks.
  13. Undertake other duties relevant to the post and participate in identified training as required.

**3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality, Diversity & Inclusion Policy and health and safety standards and to participate in training activities necessary to their post.**

**4 The post holder may be required to wear a uniform and/or present a professional image of Nottingham City Council at all times whilst on duty.**

**5 The post holder will be employed by the Nottingham City Libraries and may be asked to work at any library in Nottingham City including a change of base library with notice.**

**6 All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy, and Code of Conduct, in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**7 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.**

**8 Numbers and grades of any staff supervised by the post holder: 0**

**9 Post holder's immediate supervisor: Libraries Business Manager**

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**Prepared by/author:** Kam Harte  
2025

**Date:** January 2025 revised April

**Job title:** Business Manager

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** ..... **Date:** .....

# Person Specification



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Areas of responsibility/ requirements	Requirements	Measurement				
		P	A	T	I	D
<b>Commitment to the ethos of the Library Service</b>	Awareness of and commitment to delivering an outstanding public library service to Nottingham citizens.		✓		✓	
	Awareness of the role libraries play in supporting the City's Strategic Council Plan.		✓		✓	
	Understanding of the significant role that libraries play in improving the lives of citizens of all ages across Nottingham.		✓		✓	
<b>Customer focus and Communication</b>	Excellent customer service skills with the ability to deal with difficult situations and enquiries.		✓		✓	
	Ability to communicate and engage confidently with a wide range of colleagues and external stakeholders using a variety of means, including face to face, telephone and electronic.		✓		✓	
	Positive attitude to internal and external customers, offering excellent customer service.				✓	
<b>Administrative and Technical</b>	Good working knowledge of IT office systems including Microsoft Office, particularly spreadsheets, databases with the ability to use in-house systems e.g. to raise orders and invoices.		✓	✓	✓	
	Ability to understand budgetary, procurement processes and financial regulations.		✓		✓	
	Ability to provide efficient and timely administrative and clerical support, utilising a range of office processes and systems.		✓		✓	
	Ability to collate statistical information and maintain accurate information using a variety of data systems.		✓	✓		
<b>Provision of a high-quality service</b>	Ability to work flexibly and with minimal supervision, planning and prioritising own workload.		✓		✓	
	Able to work as part of a team, responding to own and colleague's deadlines.				✓	

	Ability to be resilient, diplomatic and calm under pressure.		✓		✓	
	Ability to pay close attention to detail to ensure accuracy.		✓		✓	
	Ability to act as an ambassador on behalf of the Council and promote the Council in a positive way.		✓			
	Ability to work effectively within a highly pressurised environment, where priorities and deadlines are subject to change.		✓		✓	
	To assist in the development of team processes, procedures and systems for efficiency and accuracy.		✓		✓	
<b>Work to Promote Mutual Respect and Good Relations</b>	Demonstrate a positive, constructive and fair attitude to customers and colleagues.		✓		✓	
	Knowledge of the diverse needs of audiences with an awareness of the barriers that may impact equality of access.		✓		✓	
	Ability and enthusiasm to work with diverse communities, engaging with adults and children from all ages, abilities and cultures.				✓	
<b>Work Related Circumstances</b>	Willingness to travel and work anywhere in the library network, including providing cover as required.		✓			
	Under the Council policy, this role is defined as a hybrid worker and contracted hours are split between work base and remote working.		✓			

<b>P:</b> Pre-application	<b>A:</b> Application	<b>T:</b> Test	<b>I:</b> Interview	<b>D:</b> Documentary evidence
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**Prepared by/author:** Kam Harte

**Date:** January 2025 - revised April 2025

**Job title:** Business Manager