



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title: Librarian – Systems & Operations Lead

Grade: SO1

Directorate: Children and Families

Department: Living Well Rutland

Responsible to: Community Access Library Team Leader

Purpose of the Job:

To lead the day-to-day development, maintenance and coordination of the library management system and associated digital and operational systems that support Library and Living Well Hub services, including public IT facilities across library sites.

To support the effective operational delivery of library services by coordinating systems, processes, operations and service workflows, ensuring services are accessible, efficient and responsive to community needs.

To oversee library data, performance reporting and income generation systems, supporting service planning, statutory reporting requirements and continuous service improvement.

Main Responsibilities:

1. To work with the Library Team Leader as a senior professional lead to support the effective delivery and development of library services, with a focus on systems, data and operational arrangements.
2. To support the Library Team Leader and Service Manager in developing staff skills and training in library systems, operational processes, public IT facilities and digital tools.
3. To act as lead for the library management system and associated systems, ensuring they are maintained, coordinated and developed to support day-to-day service delivery.
4. To oversee public IT facilities across library sites, including PCs, printing, Wi-Fi, self-service technology and digital access, working with IT colleagues and suppliers as required.



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5. To monitor system and operational performance, identifying maintenance requirements and ensuring appropriate business continuity and contingency arrangements are in place to support service resilience.
6. To work with IT colleagues, suppliers and relevant partners on infrastructure, licensing, updates and system development to ensure reliable and effective digital service delivery.
7. To deputise for the Library Team Leader as and when required, ensuring continuity of library operations across all sites.
8. To oversee the library retail offer and system-based income generation, including transaction processes, retail activity and related services, ensuring compliance with financial procedures.
9. To work across all four libraries and to provide occasional front-line cover, supporting staff by assisting customers with complex information and research enquiries.
10. To hold joint budget management and reporting responsibility for library systems and resources and manage relevant service contracts and service level agreements, to put them in place appropriately, and monitor them, to deliver library and relevant services and ensure best use of resources and value for money.
11. To coordinate operational procedures and working practices across library sites, supporting consistent customer service standards, efficient workflows and effective communication between teams.
12. To jointly manage the coordination, quality assurance and submission of statutory and non-statutory library data returns, including Freedom of Information requests and performance reporting to relevant local, regional and national bodies.
13. To capture, process, analyse and interpret complex datasets, supporting service planning, stock development and operational decision-making, and to produce regular performance reports for a range of audiences, demonstrating measurable outcomes and service impact.
14. To manage data of a sensitive and confidential nature and extract information in accordance with the Data Protection Act, and other relevant legislation, ensuring its secure transmission where appropriate.
15. To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law.



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16. Take reasonable care of your health and safety and that of other people who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Directorate codes of practice and procedures. You will exercise proper care in handling, operating, and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Behaviours and outcomes:

Work collaboratively across Living Well Rutland and children's services as a whole, to ensure a joined up, consistent service that adds value to the Rutland community.

Be ambitious for Children, Young People and families and champion best practice to achieve the best outcomes.

To be a role model for the One Council ethos and values.

Respond to pressure and change – flexible and adaptable to sustain performance.

Build and manage relationships, share knowledge and skills to deliver shared goals.

Actively support new initiatives and try different ways of doing things.

Dimensions:

Management and oversight of relevant library data and stock systems and responsibility from time to time for relevant library contracts and resources assigned to projects.

Deputise for the Community Access Library Team Leader, to manage personnel, volunteers and operations as and when required.



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JOB REQUIREMENTS

QUALIFICATIONS/TRAINING/EDUCATION

Essential	Method of Assessment *
Degree in Librarianship/Information Systems Management/Data Science and/or relevant experience in the field of library, learning and information or system development.	A/D

Desirable	Method of Assessment *
Chartered Member of CILIP	A/D

EXPERIENCE/KNOWLEDGE

Essential	Method of Assessment *
Extensive knowledge of library and/or information service systems, policies and practices, including library management systems and associated digital platforms.	A/I
Experience of configuring, developing and improving library systems, workflows and operational processes to meet service needs.	A/I
Experience of managing, maintaining and developing data systems and reporting processes, including ensuring data quality, integrity and consistency across services.	A/I
Experience of producing, analysing and interpreting service data and performance information to support reporting, decision-making and service improvement.	A/I
Experience of improving service delivery through the integration of systems, digital tools and operational processes across multiple sites.	A/I

Desirable	Method of Assessment
Successful track record of establishing and maintaining partnership working to deliver business intelligence solutions.	A/I



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Experience of using the Axiell Library Management System or similar library management systems.	A/I
Experience of creating data performance and quality assurance processes and reporting to inform practice and service design and creating written reports and delivering presentations to a range of audiences.	A/I

SKILLS

Essential	Method of Assessment *
Strong problem-solving skills, with the ability to design and implement creative solutions to complex problems.	A/I
Good ICT skills, including Microsoft Office applications, library management systems and/or digital information resources.	A/I
Excellent communication and collaboration skills, with the ability to work effectively with stakeholders at all levels, including the ability to explain technical concepts in plain English to non-technical stakeholders and to creatively capture the voice of service users to gather their feedback which will improve practice and inform service design.	A/I/T
Advanced numeracy/ statistical skills.	A/I/T
Attention to detail with an ability to analyse complex information and add meaningful interpretation.	A/I
Able to gather, analyse data and report on performance to test and evidence the service impact and outcomes.	A/I
Able to use own initiative.	A/I
Effective time management and prioritisation of tasks to meet deadlines.	A/I
Able to work on own initiative and be a self-starter, prioritising work with minimum supervision and work under pressure.	A/I
Commitment to delivering high-quality library, information and reader development services for a range of audiences. Able to maintain client confidentiality.	A/I



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EQUALITY AND DIVERSITY

Essential	Method of Assessment *
Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.	A/I

OTHER

Essential	Method of Assessment *
Flexible and able to work as part of a busy team and occasionally out-of-hours as service needs demand.	A/I
Willingness and ability to visit other sites as and when required.	A/I

* A = Application Form D = Documentary evidence I = Interview T = Test

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing manager must sign below. If changed, please submit both the original job description and amended job description to the Human Resources Department.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
June 2024	Yes - New	Bernadette Caffrey HoS
June 2026	Yes – New (2 PT posts from 1 FT)	James Kearney, Community Access Library Team Leader