CYNGOR SIR *POWYS* COUNTY COUNCIL

JOB DESCRIPTION

Position Title: **Community, Culture and Digital Officer**

Position Number: **RLA0514**

JE Code: **LRS237**

Service: **Cultural Services**

Location/Work Base: **Knighton Library**

This is a place based worker position and therefore the post holder will be required to work from a specific base, as identified

Grade: **Grade 5**
Point 7 to Point 9
£27,274 to £28,153 per annum pro rata
£14.13 to £14.59 per hour

Contracted hours: **Relief Hours**

Reporting to: **Cultural Services Operational Lead, Librarian, or Curator**

Summary

About the role:

To provide a dynamic and progressive service to residents, community groups and visitors. Duties may vary according to location but will focus on providing an excellent customer experience; creatively engaging customers with a range of digital and physical resources in ways that encourage a love of history, culture, reading, knowledge, and lifelong learning.

To work collaboratively with colleagues across Cultural Services and to assist in providing an integrated approach to service improvements and developments.

About you:

- Experience of using ICT and confidence in adapting to changing technologies at work
- A good understanding of public libraries, museums and cultural venues, and their role in the community
- Good general education – 5GCSE's, A-C or equivalent
- Commitment to high standards
- Ability to work on own initiative as well as within a team

What you will do:

- To undertake all duties required for the day-to-day operation of the facility, including assisting with supervision of volunteers.
- To provide a warm welcome and high level of customer service, including access to council and government services, and providing information and guidance to customers, referring to specialist staff where appropriate.
- To be confident in using and supporting customers with a wide range of digital systems and resources.
- To actively promote the use of cultural facilities at all times, acting as an ambassador for the service and promoting diversity and equality. Raising awareness of the full range of services to a variety of audiences through engagement with physical resources and digitally via advancing technologies, and delivering activities and events designed to encourage participation

If you have any questions about the role, please contact:
Kate Corson
kate.corson@powys.gov.uk

Your responsibilities will be:

1. To undertake all duties required for the day-to-day operation of the facility, including assisting with supervision of volunteers.

2. To use the library management system to support the operation of all public and administrative work, for instance, book issues and returns, stock circulation, library members database maintenance. To carry out work relating to stock maintenance, and to ensure a high standard of stock presentation.

3. To provide a warm welcome and high level of customer service, including access to council and government services, and providing information and guidance to customers, referring to specialist staff where appropriate.

4. To be confident in using and supporting customers with a wide range of digital systems and resources.

5. To actively promote the use of cultural facilities at all times, acting as an ambassador for the service and promoting diversity and equality. Raising awareness of the full range of services to a variety of audiences through engagement with physical resources and digitally via advancing technologies, and delivering activities and events designed to encourage participation.

6. To carry out and record all financial transactions associated with the loan, hire and sale of materials, including event ticket/room booking sales and other fundraising/commercial endeavours. Also recording of statistical information required to demonstrate usage and impacts of service delivery.

7. To report faulty equipment and fittings to your line manager, ensuring the efficient operation of the premises and the health and safety of staff and customers.

8. To ensure the security of premises, acting as key-holder if required.

9. To assist in the training of new and relief staff, volunteers and work experience trainees.

DBS:

This position has a requirement for an Enhanced DBS Check, this position is classed as regulated activity under the Safeguarding of Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012 and will be subject to a check to the list of those people barred from working with children.

Health and Safety Statement:

To co-operate with their employer and follow health and safety advice and instructions.

Equalities Statement:

To abide by the principles and practice of equality of opportunity as laid down in the Council's Equalities Policy

Welsh Language Requirement:

Welsh language skills are desirable

NOTE;

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Manager from time to time, up to or at a level consistent with the 'Principal Responsibilities of the Job'.

PERSON SPECIFICATION

Do you think you're the right person for the role? Then, demonstrate you meet the following criteria in your application.

Experience

Essential

- Experience of using ICT and confidence in adapting to changing technologies at work

Desirable

- Experience of working in a public facing environment
- Experience of handling payments
- Experience of digital marketing and promotion

Knowledge

Essential

- A good understanding of public libraries, museums and cultural venues, and their role in the community

Desirable

- Knowledge of digital innovations across cultural services

Qualifications and Training

Essential

- Good general education – 5GCSE's, A-C or equivalent

Personal Qualities

Essential

- Thorough and methodical
- Confident and self motivated
- Adaptable and receptive to change
- Commitment to high standards
- Ability to work on own initiative as well as within a team

Skills

Essential

- Good communication skills, written and verbal
- Excellent IT skills using a wide range of applications including digital and online tools
- Ability to liaise effectively with the public and other stakeholders

Desirable

- Display and presentation skills
- Creative promotional skills

Other Requirements

Essential

- The role is physically demanding, involves an element of lifting and carrying and requires manual dexterity

- There is a requirement for flexible working, including some Saturday, Sunday and evening work

Recruiting manager: Catherine Richards
March 2024

Our values:

Professional
Whatever role we play in the council, we act with professionalism and integrity

Positive
We take a positive attitude in all we do

Progressive
We take a proactive and responsible approach to planning for the future

Open
We keep each other informed, share knowledge and act with honesty and integrity

Collaborative
We work constructively and willingly on joint initiatives

How to apply

You will need to complete the online application, it's simple, just follow the process step by step.

Top tips:

- Read the Job Description and Person Specification carefully and evidence that you meet all of the essential criteria in your supporting statement.
- Sell yourself and where possible give examples
- List your qualifications that are relevant for the position, as detailed in the person specification.
- Ensure one of your referees is from your most recent employer or if this is your first job why not ask a school teacher or tutor, just ensure you know them at a professional level.
- Be honest Tell us about any gaps in your employment history
- Complete the application in full

Next steps

The closing date for applications is 22/11/2026
Once submitted we will email you to let you know we've received your application.
We will be shortlisting the applications on 23/11/2026. We will email you either way if you have been successful. So, keep an eye out in your inbox!

The interviews will take place on TBC

We wish you luck with your application.