

Job Description

Job Title	Library Services Officer		
Directorate or Region	South Asia	Department/Country	Library, Sri Lanka
Location of post	Colombo	Pay Band	Grade J/PB 3
Reports to	Assistant Manager Lending Services	Duration of job	One year fixed term contract

Purpose of job:

- To assist in achieving Colombo Library objectives by providing extended access to the best of British sources of information and by offering a range of library services aimed at meeting requirements of the objectives of the target audiences as per agreed standards.
- To provide excellent Customer Service to all customers interested in all of the British Council's activities in order to meet and exceed customers' expectations.

Context and environment: (e.g.dept description, region description, organogram)

The purpose of the British Council is to create international opportunities for the people of the UK and other countries and build trust between them worldwide. We call this cultural relations. The BC Strategy 2016's business area priorities; strategic business units (SBUs) are English, Arts, Education and Society.

At a country level, the British Council Sri Lanka is a vibrant operation delivering a high impact portfolio of projects. We have 25,000 members in our library, the largest membership in the British Council global network (mainly in Colombo) and run two of the largest British Council Teaching Centre and Exams operations in the world.

The Library offers a comprehensive selection of books and professional development opportunities for all age groups. In addition the Library supports our Teaching Centre and Examinations Services by providing resources for English Learning, Teaching and UK Examinations.

Accountabilities, responsibilities and main duties:

1. Client Relations and Customer Service

- Answer first level enquiries received in person, by mail or telephone on relevant aspects of the UK and the British Council's activities in a friendly and professional manner in accordance with the defined customer services standards
- Assist and give guidance to users about the facilities in the Library
- Perform duties at the counters and build rapport with customers in order to find out the objectives, needs and requirements of the customer, and take their interest forward
- Ensure that support is provided to adult and young learner members in the use of resources including guiding and monitoring the use of reference material and multimedia
- Promote library workshops and activities among members and parents

2. Administrative duties

- Member registration, payment collection and accurate daily reconciliation by preparing relevant documents including file maintenance
- Processing and preparation of study material
- Shelving of all materials regularly and accurately according to Dewey Decimal Classification (DDC) system including weeding of all tatty or obsolete material daily
- Generate book order lists by referring catalogue details through KOHA Library Management Software/ Neilson book data in liaison with unit head
- Conduct customer satisfaction surveys and collate data
- Assist in other library duties - order stationary and maintaining the records, attending to payments etc.
- Perform duties as per expected standards when working as duty officer

3. Efficient and effective support to delivery of events and activities in line with Child protection standards and requirements.

- Assisting with printed and electronic publicity of the events, workshops and Library services including designing material
- Liaise with teachers/facilitators in preparation of workshops by ensuring that the venue has necessary equipment and facilities needed for the activity/event/workshop
- Ensure that members and relevant staff are informed about the events
- Assist in maintaining attendance records, collecting data for scorecard and conducting focus groups to obtain customer feedback

Key relationships: (include internal and external)

- External - customers and clients
- Internal – Kandy/Jaffna teams, Education UK team, Programme Delivery team, Finance, HR, IT and Facilities, Marketing and Communications (MARCOMMS)

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

- The post-holder is required to work minimum 37.5 hours on a five-day week with two off days. The two off days **will not** necessarily be Saturday/Sunday.
- The post-holder is required to put in extra hours depending on the urgency of work, during busy periods and to cover staff shortages and operational needs.
- Occasional evening working is required in order to facilitate official events.

Please specify any passport/visa and/or nationality requirement.

Sri Lankan citizen or in possession of a valid work visa to work in Sri Lanka.

Please indicate if any security or legal checks are required for this role.

Under our Child Protection agenda, the post-holder is the post-holder is required to obtain a Police Report prior to appointment.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none"> • Being accountable • Working together • Connecting with others • Creating shared purpose • Making it happen • Shaping the future (All Essential) 		The first 3 are used at interview. All are evaluated as part of Performance Evaluation
Skills and Knowledge	<ul style="list-style-type: none"> • Using Technology (Level 1) • Communicating and Influencing (Level 1) 	<ul style="list-style-type: none"> • Managing Finances and Resources (Level 1) 	Short listing and Interview
Qualifications/ Experience	<ul style="list-style-type: none"> • G.C.E. A/L or equivalent qualification 	<ul style="list-style-type: none"> • Experience in customer service, with a good track record 	Short listing and/or Interview
Language Proficiency	<ul style="list-style-type: none"> • English - written and spoken 		Interview
Submitted by Line Manager	Assistant Manager Lending Services	Signature & Date	January 2016