

Job Description

Job Title	Library & Information Assistants Reference No: KHI/L/81/1516 (Karachi- 4 positions)		
Directorate or Region	S Asia	Department/Country	Pakistan
Location of post	Karachi	Pay Band	1 /(locally recruited)
Reports to	Library and Information Services Adviser	Duration of job	12 months contract of services

Purpose of job:

To assist the Library and Information Services Adviser in the day to day library operation enabling them to run the library operations in an effective manner according to the standards required by the British Council.

Context and environment:

The British Council creates international opportunities for the people of the United Kingdom and other countries. We call this cultural relation, and we believe it brings the people of Britain and Pakistan closer together, and helps them to understand each other better.

We have been in Pakistan for over sixty years, and during that time we have developed deep and lasting relationships with individuals and organisations. We are re-opening Libraries as convening spaces, content hubs and information services that support our wider strategy in Pakistan. These will initially be in Karachi and Lahore, but a key component of this is building outreach services to Tier 2 cities and supporting the work of the SBUs as part of our strategy of "Moving Beyond Walls".

We have three key areas of work – English and Exams, the Arts and Education and Society, through which we engage with leaders, policy makers, influencers and opinion formers, from senior politicians through to teachers and youth leaders. In Pakistan we operate at scale supporting 500,000 exams a year, working with over 150,000 teachers and all Higher Education Institutions. We have ambitious plans for Arts, further work in English – especially in Sindh and KP building on our success in the Punjab – and we are planning to open Teaching Centres in 2016.

Our Library offer is based upon creating hubs that will provide a convening space for activity with controlled public access, that will support knowledge and digital services that will support the work of our SBUs and will host relevant collections. We expect our Libraries to act as a catalyst to all our work.

Key features of our activity over the coming years will include: the delivery of English language learning opportunities across the public and private sectors; world-class teacher education and educational policy fora; collaborative research projects in higher education; schools partnerships; personal development through digital information services and UK qualifications; platforms for arts and cultural exchange and technology solutions to give access to all our products and services on the widest and most cost-effective basis.

These posts are being recruited as part of a core Library and Digital Services team (LDS). The post holders will report to their respective Library and Information Services Adviser in Karachi and Lahore. The Library hubs will act as both a delivery channel for our Strategic Business Units (SBUs), and a content development partner and training supporter, creating a lasting, transformational impact in four

areas:

- **Providing state-of-the art access to information** for customers in Pakistan through physical and digital platforms
- Connecting people to opportunity by **convening active networks and cross cutting communities of interest** online and F2F
- **Supporting our core areas of work in cultural relations** – English and Exams, Arts, Education and Society – by delivering 1,000 programmes per year in our 28 centres throughout Pakistan, exclusively through partners by 2020
- **Developing Content Services** for our core programmes and ensuring that we have innovative, relevant and accessible online services

The core purpose of the LDS Team is to:

- Act as a focal point for quality and consistency across the centres, supporting them with collection development, including digital, identifying and procuring content and branding across the pan-Pakistan network
- Liaising with SBUs to ensure strategic alignment and high-quality delivery of all content
- Manage vendor relationships/SLAs/or the library network in South Asia
- Lead on learning & development and knowledge management for the library network, and provide a physical and digital platform for exchange of best practice and ideas
- Increase the British Council's reach and impact across Pakistan

Accountabilities, responsibilities and main duties:

Helping customers with general inquiries such as self-help, reservations etc.

- Booking of lending equipment (iPad etc.)
- Assisting in the management of events as per the event calendar
- Assisting in the general operations of the library such as stock handling and disposal, back office general administration, shelving etc.

Key relationships:

External

Corporate clients seeking training services

Library Customers and target audience

Internal

SBU leads

Please specify any passport/visa and/or nationality requirement.	Right of employment in Pakistan
Please indicate if any security or legal checks are required for this role.	Police checks

OTHER IMPORTANT FEATURES AND REQUIREMENTS OF JOB

Regular evening or weekend working where programme requires.

The operational hours of the library will be 8:30 a.m. to 8:30 p.m. from Tuesday to Sunday.

The Library & Information Assistant will be assigned to either weekday or weekend shift. Details as follows:

Shift 1	Shift 2
Working Days: Tuesday – Friday	Working Days: Saturday – Sunday
Working Hours: 22 hours a week 1) <u>Morning Shift</u> (9:30 a.m. – 3:30 p.m.) inclusive of a 30 minute break 2) <u>Evening Shift</u> (2:30 – 8:30 p.m.) inclusive of a 30 minute break	Working Hours: 11 hours a week 1) <u>Morning Shift</u> (9:30 a.m. – 3:30 p.m.) inclusive of a 30 minute break 2) <u>Evening Shift</u> (2:30 – 8:30 p.m.) inclusive of a 30 minute break
<p>The shift roster will normally be determined on a monthly basis but this could be subject to change in response to any operational needs as determined by the Head of Libraries and you may be required to adjust your hours.</p> <p>If you are required to undertake additional day of work you will be compensated at your standard hourly rate of pay.</p>	
Transport Allowance: PKR 200/- day. Applicable only for days worked on the evening shift.	Transport Allowance: PKR 200/- day. Applicable only for days worked on the evening shift.
Fee: PKR 24,200/-	Fee: PKR 12,100/-

	Essential	Desirable	Assessment stage
Behaviours	Working together (essential) Establishes effective ways of working together Connecting with others (essential) Interacts with others openly and honestly and is approachable Being accountable (essential) Meets commitments and takes personal responsibility for the results		Interview
	Creating shared purpose (essential) Making it happen (essential) Shaping the future (essential)		These behaviours will be needed to successfully carry out the role, but will not be assessed for recruitment purposes
Skills and Knowledge	Communicating and Influencing – Level 1 Using technology – Level 1 Managing Accounts and partnerships – Level 1		Shortlisting and interview
Experience and knowledge		Work experience in a library setting	Shortlisting and interview
Qualifications	Intermediate		Short listing

Submitted by	Recruitment Team	Date	January 2016
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