

# Job Title: Prison Library Assistant

## Grade: 4

### **Our Vision**

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

## About the Service

The core purpose of Culture, Rural and Safer Communities is to encourage and enable Staffordshire communities to be active, creative and engaged within safe, sustainable, accessible and culturally rich and diverse environments.

Within this division, the Library Service is a 'statutory service' and is delivered across the County via 43 static libraries and a mobile library service. Our libraries are open for a total of 1,582 hours per week, attract nearly 5 million visits a year and issue 4.5million loan items.

The prison library service, which is externally funded, is delivered to 4 adult prisons and 3 young offender institutes in the County.

Within Staffordshire, the Library Service contributes to delivering literacy, life skills and digital inclusion, supporting the delivery of Staffordshire's Education and Skills strategy and our agenda for increasing aspiration.

The library, as a community asset, and our offer are embedded within the Corporate People helping People agenda, the Place Based approach and enable communities to take responsibility for #DoingOurBit.

The priorities for this service area are to:

- Support communities and individuals to take an active role in managing and delivering their local libraries
- Deliver an Arts offer to Staffordshire communities to widen participation in arts and culture
- Manage and deliver the statutory library service – ensuring increased engagement and programmes of activity which promote literacy, learning, prosperity and wellbeing within communities

## Reporting Relationships

**Responsible to:** Library Supervisor

**Responsible for:** Library Orderlies

**Role purpose:** Assisting the prison library supervisor in the delivery of a high-quality, front-line customer service to all library users within a secure establishment, as a Staffordshire County Council managed service point.

## Key Accountabilities:

1. Led by the Library Supervisor, assist in the delivery of a high-quality, front-line customer service, contributing proactively within the onsite team to a developing and diverse library offer, in partnership with the wider PLS Team and with Prison management and service delivery.
2. Demonstrate positive, supportive and inclusive attitude to all colleagues and customers.
3. Use a computerised Library Management System to carry out routine procedures associated with the day-to-day operation of the library, including checking books and other items in and out and registering new library users.
4. Ensure a high standard of presentation of the library and its stock by returning books and other items to the shelves and displaying to best effect. Organise attractive displays and presentations.
5. Respond to customer enquiries using the most appropriate means available within a secure establishment.
6. Assist with the provision of information on a range of topics relating to learning and skills acquisition, reading advice etc. and encourage use of public libraries in the community on release.
7. Assist in providing support for prisoners undertaking individualized or distance learning and in the use of IT.
8. Promote and encourage reading as an activity in its own right, and support individuals in making reading choices.
9. Assist with promotion of the library and the marketing, publicising and delivery of library events to the prison community.
10. Assist with requests, overdue notices, new stock and other Library and Prison procedures and admin tasks to ensure the effective day to day operation of the library.
11. Use library equipment, e.g. photocopier, etc.
12. Assist with the induction of staff and prisoners to the services available in the library.
13. Assist with the basic training and supervision of library orderlies.

14. Attend Prison training on initial induction and regular refreshers at least annually. Attend library training and engage with personal development activities.
15. Adhere to Prison Service rules and regulations, particularly in respect of security issues and procedures.
16. The post holder may be required to work different times and at different libraries, including weekend and evening working
17. Achieve the personal and service targets and objectives as agreed on an annual basis with the Library Supervisor.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.

#### **Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.





The content of this Job Description and Person Specification will be reviewed on a regular basis.

### Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

	Criteria	Measured by
	<b>Qualifications/Professional membership</b>	
 	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in a public service environment and the delivery of excellent customer service</li> <li>• Experience of team working</li> <li>• Experience of following security and confidentiality procedures</li> <li>• Experience of cash handling and reconciliation</li> <li>• Flexible approach to the duties required</li> <li>• An interest in people, books and current affairs.</li> </ul>	All A/I
 	<b>Skills</b> <ul style="list-style-type: none"> <li>• Good customer care skills</li> <li>• Good ICT skills</li> <li>• Good communication skills</li> <li>• Ability to work as part of a team</li> <li>• Ability to maintain correct sequence of stock on shelves</li> <li>• Enthusiasm and commitment.</li> <li>• Ability and enthusiasm to work and engage with a diverse group of people</li> </ul>	All A/I



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting

**Recruitment Admin Team on 01785 278300**