

Library Assistant Grade 4

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.

About the Role

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.

The purpose of this role is to assist the On-site Supervisor in the delivery of a high-quality front-line customer service to all library users.

Reporting Relationships

Responsible to: Onsite Supervisor

Responsible for: N/A

Key Accountabilities:

- 1.** Engaging with partners, groups and individuals to deliver a high-quality front-line customer service to promote the library offer, wider County Council Services and to connect with other public services and with community provision.
- 2.** Assisting customers to access library and other services, using a computerised Library Management System, the virtual library and other online systems to meet a range of information, social and leisure needs, and to manage library computers and library stock.
- 3.** Assisting in maintaining a high standard of engaging presentation and of a healthy and safe environment to provide a warm welcome to the library.

- 4.** Handling personal data and payments from the public, on behalf of the County Council, for the purposes of providing and delivering services securely.
- 5.** Planning, promotion and delivery of library events and activities to enhance engagement and a sense of community.
- 6.** Assisting with staff and volunteer training to support their development in the delivery of the library offer.
- 7.** Assisting the On-Site Supervisor with health and safety procedures, contractors on site and the opening and locking of buildings to ensure a safe environment.
- 8.** Ensuring the effective day to day operation of the library, by working flexibly to meet the needs of providing a statutory service.
- 9.** Undertake training that will assist with duties and promote the values of the County Council.

Person Specification

Qualifications/Professional membership

- English and Maths to GCSE Grade C/4 or above, or equivalent qualification or relevant customer service experience.

Knowledge and Experience

- Experience of working in a public service environment and the delivery of a high standard of customer service
- Knowledge of the range of services offered by public library services
- Experience of confidential data handling
- Experience of team working
- Experience of cash handling and reconciliation
- Experience of using computer-based information systems and data entry with an attention to detail
- Knowledge and experience in applying Health and Safety policies, processes and practices relevant to public buildings
- Ability to prepare and facilitate activities within the library
- Demonstratable knowledge and interest in people, books and current affairs

Skills

- Customer care skills.
- Commitment and enthusiasm to work and engage with people of all ages, abilities, and backgrounds, including those with complex needs.
- Flexible approach to the duties required
- Ability to work under pressure in challenging situations and to manage people's expectations in a calm manner
- Ability to use a range of IT applications and systems
- Efficient verbal and written communication skills
- Ability to work as part of a team
- A commitment to equal opportunities and antidiscriminatory practice and to work with a diverse customer base
- Desire to promote books and reading, and the wider service offer

This post is designated as a casual car user

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