Job Title: Library Attendant   
Grade: 2

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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, 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 Tourism & Culture is to increase access to a vibrant cultural offer though collection development; venue & asset management; audience development and community engagement.

Within this division the Library Service is a ‘statutory service’ and is delivered across the County via 43 static libraries and a mobile & travelling 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 priorities for this service area are to:

Increase customer engagement and participation, by encouraging more people to use libraries to socialise, read more widely and learn.

Our libraries are a local community asset and we or partner organisations deliver services which support local enterprise and regeneration.

We also encourage volunteers and ensure through their support we can expand our opening hours and diversify our offer.

Within the Libraries & Arts Service, the Arts Service works to create, develop and promote a range of opportunities for people to engage with and benefit from the arts.

Through the development of effective partnerships the service provides leadership for Libraries & Arts within Staffordshire

Reporting Relationships

Responsible to: On Site Supervisor

**Responsible for:** Supporting the staff in the day to day running of the library. Undertaking a wide range of cleaning and porterage duties, being a key holder and being responsible for the security of the building.

Key Accountabilities:

1. Security of the Library. While the building is open to provide a visible presence in all public areas and to be on call to aid library staff as and when necessary. To be a key holder and first on the Emergency call out list for when the building is closed.

2. Porterage duties, having regard to Manual Handling Regulations, including receiving goods and post delivered and distributing to the correct Department or location.

3.   Operating the heating system.

4. Providing a high level of customer care to the public.

5. Maintaining adequate levels of consumables and other caretaking requisites.

6. Cleaning and maintaining satisfactory standards of appearance of designated areas not covered by alternative arrangements e.g. public toilets, outside areas, drains, boiler houses, stores etc. Cleaning of a non-routine nature including the removal of graffiti and spillage.

7. Some library duties as required and directed by the Onsite Library Supervisor. These may include:

* + - Collecting and tidying daily newspapers and their back-runs
    - Checking, recording and resetting of people counter

8. Liaising with Contractors as required.

9. Opening and locking up of the building to cover additional use of the building and meeting rooms outside of library opening hours. Security whilst the building is in use.

10. Laying out rooms for meetings and events and clearing away afterwards.

11. The post holder may be required to work different times and at different libraries, including weekend and evening working.

12. Achieve the personal and service targets and objectives, as agreed on an annual basis with the Onsite Supervisor and District Manager.

13. Contribute to the overall performance of the Tourism and the Cultural County Division through personal performance, pro-active customer care, co-operation with volunteers, partners and the wider County Council.

14. Support the Directorate and the County Council in promoting their shared values and achieving their objectives in the Performance Plan and Corporate Strategy with due regard to all set Policies and Guidelines.

15. Undertake other tasks consistent with the grade of the post, as may be required from time to time.

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

|  |  |  |
| --- | --- | --- |
| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications**   * A good general standard of education * Experience in a security position as a key holder for premises. * Experience in the duties associated with this post. | A  AI  AI |
| **employer_small** | **Knowledge and Experience**     * The ability to perform general maintenance duties. * Working knowledge of current health & safety legislation, including Electrical Safety, First Aid and Manual Handling | AI  AI |
| **employer_small** | **Skills**   * Good customer care and communication skills   • Ability to act upon own initiative and to demonstrate drive and self-motivation.  • Dedication, honesty and integrity | I  I  AI |

**employer_small** 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 **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**