

# Job Title: Library Assistant

## Grade: 3

### **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 through 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: Assisting the On Site Supervisor in the delivery of high quality front line customer service to all library users**

### **Key Accountabilities:**

1. Delivery of high quality front line customer service
2. 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.
3. 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.
4. Handling payments from the public, cashing up and banking.
5. Answering face to face, telephone and email enquiries from the public using a variety of resources including the internet.

6. Assisting customers with enquiries by signposting to a range of relevant organizations.
7. Assisting the general public in the use of ICT and e-government services, including applications for older persons and disabled persons bus passes
8. Assistance and promotion with library events and activities.
9. Dealing with requests, new stock and other procedures to ensure the effective day to day operation of the library.
10. Using library equipment, e.g. photocopier, etc.
11. The post holder may be required to work different times and at different libraries, including weekend and evening working
12. The post holder may be required to work alongside volunteers and contribute to their training and development
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. Achieve the personal and service targets and objectives as agreed on an annual basis with the On site Supervisor and Operational Manager

### **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

<b>Minimum Criteria for Disability Confident</b>  <b>Scheme *</b>	<b>Criteria</b>	<b>Measured by</b>
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>•</li> </ul>	
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>• Experience of working in a public service environment</li> <li>• Experience and confidence in dealing with a range of customers, situations and administrative tasks.</li> <li>• An understanding and experience of supervisory competencies: Effective deployment of workforce  Confident style of communication  Dealing with staff and the public in a sensitive and confidential manner when appropriate</li> <li>• Experience of premises management and an understanding of Health &amp; Safety requirements</li> <li>• Experience and confidence in collecting cash</li> <li>• Experience of working with a variety of ICT packages and applications</li> <li>• An interest in people books and current affairs</li> </ul>	A/I
	<b>Skills</b> <p>An ability to lead a small team and be a team player in a larger team</p> <ul style="list-style-type: none"> <li>• ICT skills Positive communication skills, verbal and written</li> </ul>	A/I

	<ul style="list-style-type: none"> <li>• Ability to supervise, motivate, encourage and enthuse staff</li> <li>• Ability to create and maintain a customer focused environment and service</li> <li>• Able to travel effectively within the County.</li> </ul> <p>This post is designated as a casual/Essential car user</p>	
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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 **Talent and Resourcing team on 01785 237800**