

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 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.

[The Public Libraries and Museums Act 1964](#) gives the County Council a statutory duty to provide “a comprehensive and efficient library service for all persons”.

As part of Staffordshire County Council’s statutory library network there are 43 Libraries and 2 Mobile Libraries. 16 libraries are managed and delivered by the county council and 27 libraries are community managed. The Prison Library Service and School’s Library Service are externally funded.

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 enables 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: 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

| Minimum Criteria for Disability Confident Scheme * | Criteria | Measured by |
|---|---|--------------------|
|  | Qualifications <ul style="list-style-type: none"> • | |
|  | Knowledge and Experience <ul style="list-style-type: none"> • Experience of working in a public service environment and the delivery of excellent customer service • Experience of team working • Experience of cash handling and reconciliation • Flexible approach to the duties required • An interest in people, books, and current affairs | A/I |
|  | Skills <ul style="list-style-type: none"> • Good customer care skills • Good ICT skills • Good communication skills • Ability to work as part of a team • Ability to maintain correct sequence of stock on shelves • Enthusiasm and commitment. • Ability and enthusiasm to work and engage with people of all ages <p>This post is designated as a casual car user</p> | 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 **Liberata Employee Services Team on 01905 947446**