

Prison 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.

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

Key Accountabilities:

1. Led by the Library Supervisor, assist in the delivery of a high-quality, frontline 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.

Person Specification

Knowledge and Experience

- Experience of working in a public service environment and the delivery of excellent customer service
- Experience of team working
- Experience of following security and confidentiality procedures
- Experience of cash handling and reconciliation
- Flexible approach to the duties required
- An interest in people, books and current affairs.

Skills

- Effective customer care skills
- Effective ICT skills
- Effective 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 a diverse group of people

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.