Updated October24

Job Summary

Post Title	Library Resources Assistant	**Pay Grade**	Grade 1
Directorate **Service Area**	Culture. Sport and Leisure	**Line Manager**	Library Resources Officer
Post Number/s (Mandatory for existing posts, If multiple posts state all)		**If existing post is the post title changing? If yes state both**	N/A
JE/GAR reference number (Mandatory for existing posts)	COM25.13	**Work Location (state Council office)**	Various library branches
Work style (Delete as applicable)	Fixed	**Job Family & Role Profile**	Customer and community engagement – CCE01O
DBS Check Required? (Delete as applicable)	NO If YES state level of DBS required: Basic/ Standard / Enhanced with Barring check / Enhanced without Barring check		
Politically Restricted Post? (Delete as applicable)	No / Yes – Specified / Yes – Sensitive *The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.* *There are broadly two categories of restricted posts:* *Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.*		

Job Purpose and Job Context
To assist the library team in the provision of an efficient, customer focussed library service. Including supporting the use of self-service technology and access to Library Flex
Main Responsibilities and Duties
This section should outline key outputs of the role and should provide some specific examples of role profile accountability. • Assist customers to become familiar with library services, make routine use of them and access information and services as required. Provide a direct and responsive service to customers. To support use of digital services, including library apps and website and to support customers with information queries, such as signposting to the website or CAP services • Receive and resolve customer enquiries, either face to face or by telephone in an efficient and friendly manner. If necessary, refer them to a relevant source for resolution. Act as first point of contact for customers, to engage with them in a friendly and helpful manner and assist them with their queries including support to use self-service technology and to demonstrate and guide customers in the use of Library Flex. To demonstrate

judgement while working within library processes and procedures, including resolving of basic customer issues and an awareness of when to refer to a senior colleague

- Complete a range of routine support activities to defined deadlines for example shelving and stock management. To support all activities related to the day to day running of the library, as directed by senior colleagues.
- Assist with promotional activities as required. To support customers to engage with activities and events at the library, including those around Health and wellbeing and Culture
- To work within all Library and Council policies and procedures and to be aware of your responsibilities under these
- Make the facility clean, secure and available for safe usage.
- Report any problems concerning work, environment or equipment and incidents encountered.
- Gather, record and provide information, using the appropriate systems and complete associated administration tasks as required. Maintain complete and accurate records and provide in the format and timescales required for example completion of CAP forms where appropriate.
- Identify areas where improvements could be made within own role and make recommendations.

Accountability

- If this role manages a budget please state the size of the budget: None
- If this role monitors a budget please state the size of the budget: None
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. *(e.g., BCC, AVDC, WDC or CSB)* None
- How many indirect reports does this job have in its reporting line? None

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	
1 year		
3-5 years		

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Demonstrates interest in the services provided & Experience of working with the public	Demonstrates a good level of interest in library services, including reading, digital inclusion and cultural events	✓	
Good communication skills	Demonstrates an ability to communicate effectively and accurately via a range of different mechanisms – in writing, face to face (in person and online) and in writing	✓	
Good interpersonal & Good customer service skills.	Able to communicate in a friendly and approachable way and confident when talking to customers. As the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English.	✓	
Committed and effective team member	Able to work effectively as part of a team and able to respond flexibly to changing demands in order to be able to support that team	✓	
Works calmly, efficiently and accurately, even when under pressure	Able to remain calm and work efficiently even when under pressure	✓	
Ability to understand relevant processes, systems and procedures	Able to quickly learn processes and procedures in order to deliver a library service. Confident to try new things but also aware of when to seek assistance	✓	
Literacy and numeracy skills	Strong literacy and numeracy skills	✓	
Basic ICT skills including use of Microsoft applications.	Able to use IT confidently and to lean systems such as the Library Management System. Ability to use Library apps and to support customers in the use of these and the library website	✓	
Qualifications *(taken from role profile to complete)*		**Essential**	**Desirable**
Educated to GCSE / NVQ 1 / 2 standard or equivalent		✓	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*			✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

**** Delete as appropriate <u>one</u> of the below*** ***All posts that need an enhanced or standard DBS check** This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order'). ***OR (*delete as appropriate)*** ***For all other post regardless of whether require a Basic check or no check at all** This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro	Y Y

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.