



# HILLINGDON

LONDON

## Job Profile (non-management level)

<b>JOB TITLE:</b>	<b>Senior Home Library Assistant</b>
<b>GRADE:</b>	4
<b>POST NO:</b>	
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Residents Services
<b>SERVICE:</b>	Libraries

## REPORTING STRUCTURE

<b>Reports to:</b>	Home and Mobile Library Service Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	Casual Staff, relief drivers, HLS special assistant

## ROLE PURPOSE:

- To deliver a borough wide library service to people who are housebound and to be responsible for the day to day running of the service
- To act as relief cover for Mobile Library Service when necessary



# A. Job Description (non-management level)

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## 1. Resident & Community Contribution

- To maintain a high standard of customer care at all times, serving customers in a polite and efficient manner, adhering to customer care and equalities policies at all times
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- To select & deliver items using a council van to individuals, Sheltered Housing units and Residential Homes according to their needs.
- To undertake any administrative paperwork relating to the delivery of the service
- To respond to customer's needs and to report to other agencies if necessary.
- Plan, organise, support, and deliver events and activities for both HLS and Mobile Library service as part of the library outreach programme
- Maintain a good level of communication with managers and co-workers to ensure significant information is passed on
- To co-operate with and to support other team members to ensure the smooth running of the service.
- To deal with any enquiries regarding the service, register, maintain and update membership records in an appropriate way.
- To re-organise the rounds as and when necessary to ensure an efficient delivery of the service.
- To be responsible for ensuring the needs of users are recognised across the Library Service.
- To promote the service and advise the Manager of any potential new customers.

- To use the library computer system to perform any general library routines and when required.
- To undertake stock maintenance under the direction of the Home and Mobile Library Service Manager
- To regularly check the vehicle is in a clean and roadworthy condition and to be responsible for the reporting of any maintenance faults.
- To operate any relevant machinery in the service, e.g. photocopier/fax/printer etc.
- To handle complaints in accordance with the complaint's procedure.
- To comply with the council's Health and Safety Policy and fire procedures at all times
- To participate in borough-wide working parties as requested by the head of area.
- Undertake ongoing training as required to ensure the service provided to the public is off the highest standard.

#### **4. Service Planning & Development**

- To maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- To contribute to the strategic planning of the Home Library Service

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

#### **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

#### **7. Contacts**

Internal: Departmental contacts within the library service and wider Council

External: Members of the Public and contractors

## 8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

## 9. Key Performance Indicators

- Completion of all reasonable tasks to good standard and within deadlines
- Completion of actions and objectives as communicated in PADAs and one to ones with manager.

## B. Person Specification (non-management level)

### Senior Home Library Assistant

This person specification will be used for recruitment to the **Senior Home Library Assistant** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
English A-C GCSE or equivalent	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work the days and shifts as outlined in the advertised work pattern for this post.	✓	
Ability to move and loaded trolleys and to carry box loads of books within Health & Safety guidelines. This involves bending, stretching, pushing and carrying.	✓	
Full clean driving licence or equivalent	✓	
Ability to drive the delivery van to any locations within the borough	✓	
Ability to stand or sit for several hours	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Paid or voluntary experience of face-to-face customer contact with a diverse range of adults and children	✓	
Previous experience of working with older people		✓
Previous experience of working in a role that included driving duties		✓
Experience of speaking to groups, delivering talks, presentations etc.		✓
Experience of engaging with children, young people and people with disabilities in individual and group settings.	✓	
4. KNOWLEDGE and SKILLS	ESSENTIAL	DESIRABLE
Ability to communicate clearly and to a high standard with customers and team members verbally (in person and on the telephone) and in writing (via letters and email).	✓	

Ability to communicate with people with sensory disabilities	✓	
Ability to explain detailed procedures clearly and accurately	✓	
Ability to file in alphabetical and numerical order	✓	
A thorough understanding of the aims of a public library service, and what the library service offers.	✓	
A range of IT skills, including Microsoft apps (including spreadsheets and documents), email and other Windows based environments	✓	
A resilient, confident approach when dealing with challenging behaviour and difficult situations.	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>“Can do” positive attitude</b>  Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p> <p>Remains motivated, even when under pressure, to ensure that a high standards service to the customer is maintained</p>	✓	
<p><b>Takes responsibility and delivers results</b>  Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p> <p>Maintains focus when dealing with a variety of tasks or priorities, seeking early guidance and support when necessary, and responding to that guidance to ensure that daily tasks are completed</p>	✓	
<p><b>Team working</b>  Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.</p>	✓	
<p><b>Communication</b>  Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p><b>Customer Care</b>  Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision taking into account the diversity of customers</p>	✓	
<p><b>Takes ownership of personal development</b>  Takes action to develop own and others’ capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	