

Job Profile



HILLINGDON

LONDON

JOB TITLE:	Casual Library Assistant
GRADE:	Scale 1
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Residents Services
SERVICE:	Library Service

REPORTING STRUCTURE

Reports to:	Library Managers
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To fill staffing gaps in the absence of permanent library staff, undertaking the routine tasks required to ensure the efficient and smooth operation of the library, serving customers and promoting the library service to the local community.

This is a casual role; you are not guaranteed regular hours and you are not obligated to be available for all hours offered. However, to ensure the smooth running of a frontline service, casuals are expected to provide availability and work regularly each



INVESTOR IN PEOPLE

month to ensure skills are up to date.

A. Job Description

1. Resident & Community Contribution

- To serve members of the public in a polite, helpful and welcoming manner, adhering to customer care policies at all times
- To assist the public with their information enquiries, referring on to other staff when necessary
- 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 work in a variety of libraries across the borough, covering gaps caused by absence, leave, sickness etc.
- To use the library computer system to issue, discharge and renew library items, search for stock and book PCs
- To join new members to the library service and to maintain and update membership records
- To ensure compliance with health & safety policies to ensure the safety of staff and visitors to the library at all times
- To assist members of the public with their use of library PCs
- To serve refreshments to visitors to the library
- To assist with the tidying, shelving, repair and maintenance of library stock
- To use the tills to take monies for fines, sale items and general fees and charges, ensuring compliance with council financial procedures at all times

- To assist with the ordering and processing of library reservation stock
- To assist with the presentation of the library, ensuring displays and general areas of the library are well-presented at all times.
- To operate any relevant machinery in the library, e.g. printers, laminators, photocopier.
- To assist with the processing, tidying and presentation of library newspapers and magazines
- To assist with any other administrative tasks as directed by the manager, for example, ordering stationery, organising posters and leaflets, dealing with overdue procedures

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

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: Library staff, Council staff
External: Members of the public

8. Additional Responsibilities

- Provide your availability each month so that shifts can be assigned both on weekdays and weekends; be available at short notice for last-minute gaps.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Contribute to service monitoring of performance through collection of data such as enquiry counts

B. Person Specification

Casual (Relief) Library Assistant

This person specification will be used for recruitment to the **Casual (Relief) 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
	✓	✓
Good standard of English and Mathematics	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
	✓	✓
Ability to work a variety of shift times, including long shifts when required	✓	
Willingness to work in locations across the borough, on weekdays and weekends	✓	
Ability to move and transfer books onto a trolley and from the trolley to book shelves. This involves bending stretching pushing and carrying.	✓	
Ability to file in alphabetical and numerical order.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
	✓	✓
Experience of face-to-face customer contact with a diverse range of adults and children	✓	
Experience of working in a supporting role in a team	✓	
4. KNOWLEDGE & 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). We will consider making reasonable adjustments as required.	✓	
An understanding of the aims of a public library service, and what the library service offers.	✓	
A range of IT skills, including Google apps (including spreadsheets and documents), email and other Windows based	✓	

systems in order to work efficiently and support the public with IT enquiries.		
Punctual and flexible with times and location of work.	✓	
Ability to work calmly, quickly and accurately under pressure.	✓	
A sensible and resilient approach to dealing with challenging behaviour and difficult situations.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working 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.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	