



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Library Assistant
GRADE:	Scale 3
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Residents Services
SERVICE:	Library Service

REPORTING STRUCTURE

Reports to:	Library Manager/Assistant Library Manager
Direct Reports:	None
Indirect Reports:	Casual staff

ROLE PURPOSE:

To undertake the routine tasks required to ensure the efficient and smooth operation of the library, serving customers and promoting the service to the local community within the context of the library service strategy. The postholder supports senior staff and managers to deliver activities and initiatives that improve the lives of those who live, work or study in the borough.

A. Job Description

1. Resident and Community Contribution

- Assist members of the public with enquiries, referring on to other staff when necessary.
- Serve members of the public in a polite, helpful and welcoming manner, adhering to customer care and equalities policies at all times
- Adhere to the service's safeguarding procedures and guidelines on handling unacceptable behaviour
- 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 there may be a requirement to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Operate the library computer system to process the circulation of items.
- Register and induct new members to the library service and to maintain and update membership records, ensuring compliance with General Data Protection Regulations at all times.
- Answer enquiries from the public relating to the stock and facilities of the library
- Assist the public with their information enquiries using a range of hard copy and electronic resources, referring on to other staff when necessary.
- Collect fees and charges in accordance with library regulations.
- Shelve returned items and tidy shelves, maintaining displays of books and other items and ensuring a high standard of presentation within the library.
- Operate any relevant machinery in the library, e.g. Photocopier, PCs, coffee machines, scanners and printers.
- Undertake ongoing training as required to ensure the service provided to the public is of the highest standard.

- Work at any library in the borough as required to keep key service points running, including relocating within the working day
- Observe correct health and safety policies to ensure the safety of staff and visitors to the library at all times
- Act as keyholder for the branch you are based at, as required
- To complete tasks as part of a branch rota
- To vary your work pattern as required, depending on service need, in order to ensure cover for frontline service delivery and delivery of events and activities
- As required, to prepare the cash float and the daily reconciliation of income
- Support managers and senior library assistants with the planning, organisation and delivery of events and activities both in the library and as part of a branch outreach programme
- Maintain a good level of communication with managers and co-workers to ensure significant information is passed on
- Join new members to the library service and to maintain and update membership records
- Serve and sell refreshments
- Assist members of the public with their use of library PCs and printers and where required plan and deliver computer taster sessions
- Assist with the processing of new stock as necessary
- Promote sales of books, publications and other items within the library, collecting fees and maintaining sales records.
- 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 and Development

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

5. Financial and Resource Management

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

6. Service Improvement

- Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Contribute at branch meetings to identify ways the library can provide improved services to residents based on the library strategy

7. Contacts

- Internal: All Library Service Staff, Senior Managers and other Council Employees
- External: Service Users

8. Additional Responsibilities

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

9. Key Performance Indicators

- Contribute to service monitoring of performance through collection of data such as enquiry counts
- Participate in the Performance and Development scheme.

B. Person Specification

Library Assistant

This person specification will be used for recruitment to this post. 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 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	✓	
Ability to work in any location in the borough as required	✓	
Ability to use display screen equipment and telephones (adaptations where necessary)	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Paid or voluntary experience of face-to-face customer contact with a diverse range of customers	✓	
Experience of working in a team dedicated to frontline service delivery.		✓
Experience of working calmly, quickly and accurately under pressure.	✓	
Experience of speaking to large 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).	✓	
A thorough understanding of the aims of a public library service, and what the library service offers.	✓	
A range of IT skills, including Office apps (including Teams, spreadsheets and documents), email and other Windows based environments in order to work efficiently and support the public with IT enquiries.	✓	
Able to respond to changes at work which can be unpredictable and unplanned requiring constant shifts of priority	✓	
Ability to think quickly and solve problems using imagination, sensitivity and creativity.	✓	
A resilient, confident approach when 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.	✓	