

## **BRAUNSTONE TOWN COUNCIL**

### **JOB DESCRIPTION**

**JOB TITLE:** Library Assistant

**GRADE:** NJC Scale 7 – 10

**RESPONSIBLE TO:** Senior Library Officer

**RESPONSIBLE FOR:** Supervision of any allocated volunteers.

**PURPOSE OF JOB:** To deliver an efficient and high-quality Library service to users, that meets the needs of residents and enhances community life, equal opportunities and social inclusion.

**KEY RELATIONSHIPS:** Library service users, partner organisations, community groups, Senior Librarian, Leicestershire County Council Support Officer and Library Hub, Communications & Events Officer and Library volunteers.

#### **MAIN DUTIES:**

1. As part of the team, you will be responsible for providing a welcoming, flexible, polite and efficient service for all people in the community.
2. To help and support library customers to find the information and resources they need.
3. To ensure that the library runs efficiently on a day-to-day basis.
4. To promote customer choice and enjoyment in reading, therefore increasing library usage eg. displays, "Frontline" techniques" delivering/supporting Story Time Sessions.
5. To assist customers in the use of ICT services and support and increase ICT usage, eg. ICT taster sessions.
6. To assist in aspects of library services, such as local library events and promotions, as agreed by the Senior Library Assistant in order to increase library usage.
7. Individual responsibility for maintenance of a high-quality library service by meeting agreed targets.
8. To use your initiative in making basic decisions within agreed boundaries.
9. To manually shelve and stack books and other library materials, and assist with handling library stock.
10. To assist with maximising the use of the library by the public and community organisations, as a venue for both accessing information and learning and also for meeting others and hosting community events.
11. To receive cash and process payments for services in line with the relevant Council's Standing Orders and Financial Regulations, including:
  - a) receiving and recording payments, and
  - b) ensuring the safe deposit of all monies remaining in the Cash Office at the end of each working day.

12. To ensure the safety and security of users and occupants by:
  - a) evacuating the building/premises in the event of fire or other emergency,
  - b) complying and ensuring compliance with the law and regulations, Health & Safety and Town Council Policies, and
  - c) providing access to first aid, calling for emergency help and facilitating access to the emergency services when required.
13. To be a Keyholder for the Library building/premises, including responding to any reasonable request of the Council's Management to provide access.
14. To attend occasional staff meetings/training sessions as necessary, which may be out of normal working hours and/or at other establishments as required.
15. To provide cover for colleagues in the Service/Team for holidays and sickness.
16. Undertake any other reasonable duties that may be required by your Line Manager.

#### **SALARY/TERMS OF EMPLOYMENT :**

Employed within a salary scale which covers NJC Spinal Column Point Range 7 – 10.

Normal office hours are from 9am to 5pm but a level of flexibility is required due to the requirements of the job, attendance at meetings and some events and functions which are not within the normal patterns of work will be required.

All other terms and conditions in accordance with the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (The Green Book). The employment will be subject to a probationary period of six months' satisfactory service. Payment of salary by bankers transfer - monthly in arrears.

Braunstone Town Council is an Equal Opportunities Employer

<b>LIBRARY ASSISTANT</b>			
<b>KEY JOB REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>TESTING MECHANISM</b>
<b>QUALIFICATIONS</b>			
GCSE grades A – C standards or NVQ 2 or the ability to work to the equivalent standard	✓		Application Form / Test
European Computer Driving Licence (ECDL) or Information Business Technology 2 (IBT 2)		✓	Application Form
The ability to achieve a Library prescribed IT course to the required level	✓		Application Form
<b>EXPERIENCE</b>			
Experience in using Computer packages	✓		Test
Cash handling within the work environment		✓	Test
Working with the general public and delivering a basic enquiry service	✓		Application Form / Interview
Experience of team working		✓	Application Form / Interview
<b>KNOWLEDGE</b>			
Promotion of a Library Service, services and events provided by Libraries and the Town Council	✓		Application Form / Test
Awareness of the importance of customer needs and how the library can respond		✓	Interview
<b>SKILLS</b>			
Literacy and numeracy to be able to undertake library duties.	✓		Application Form / Test
Good verbal communications skills to interact with customers	✓		Interview
Undertaking basic stock work	✓		Interview
Can use technology/information skills effectively to give basic help to customers		✓	Interview
<b>PERSONAL QUALITIES</b>			
Interest in books, promotion and other services provided by the library	✓		Application Form / Interview
Interest in working with the public	✓		Application Form / Interview
Use interest in books and information with customers to promote stock and services	✓		Interview
<b>OTHERS</b>			
Holder of a Full Driving Licence		✓	Application Form
Willingness to work at any of the Town Council's Premises	✓		Interview