

Job Profile

Library Assistant

Grade: 3

Date created: 01/08/2014

About the Job: To provide customer service and to assist customers to gain maximum benefit from their use of the Library and its facilities and consider the likely needs of all customers especially those from under-represented groups of all ages.

This is what we need you to do...

- Assist users to access all services provided at the library including the use of library equipment. Support the training of colleagues and volunteers for this purpose.
- Maintain an awareness of customers' needs, listening and responding to customer comments and complaints, referring those that you are not able to resolve to other colleagues or to your manager.
- Be aware of customer standards and service presentation standards and understand your role in meeting these.
- Maintain an awareness of changes in service, policy or processes and take ownership for delivering these within your libraries.
- Use the knowledge and experience gained from working with customers to contribute ideas for improving customer services and operational processes in your Locality.
- Carry out all routine clerical and administration tasks, including cash handling, to ensure Library services are delivered to customers effectively.
- To direct the day to day work of volunteers as designated by the Librarian Team Leader, and the Locality Librarian.
- Work co-operatively with colleagues from partner agencies, other council services or volunteers which share, work from or hire the Library.
- Participate in the service's prioritised programme for outreach development to customers.
- Participate in the service's prioritised programme of training and development.
- Be aware of and understand the objectives of the County Council and the service and how your work contributes to the achievement of these objectives and the "One Council" approach.

Special Conditions

- Driving licence or ability to arrange transport around the County as required by the job.
- Weekend and evening working.
- To be available to work at any library within the boundaries of the county council, when reasonably requested to do so.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven track record of good customer service
- Proven track record of promotional and selling skills
- Proven use of Microsoft Office packages and Internet/Email

Knowledge, Skills and Understanding

- Communication skills: able to use range of appropriate methods effectively
- Ability to develop productive working relationships with people at all levels
- Good knowledge of how to understand local needs and priorities
- Product knowledge: library service

Behavioural attributes

- Puts diversity awareness into practice
- Able to cope and function effectively when working in a pressurised environment.
- Able to work effectively with people at all levels within the council, volunteers, schools, the NHS and with the public and able to build effective relationships
- Emotionally resilient
- Flexible, creative, self-starter, target focussed
- Able to respond to changes at work which can be unpredictable and unplanned requiring constant shifts of priority
- Willingness to embrace current and future development in Library Technology and services
- Positive “can do” attitude
- Displays a welcoming and people friendly approach
- Able to demonstrate enthusiasm for promoting specialist and library services.

Education & Qualifications

Essential

- Good general level of education

Desirable

- ICT qualification. 5 GCSE or equivalent education