

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Library Assistant	Grade: Scale 4
Section: Contracts and Leisure (Libraries)	Directorate: Environment and Community Services
Responsible to following manager: Community Libraries Manager or IRL Team Manager or Sunday Manager	Responsible for following staff: N/A
Post Number/s: RWE1367A, RWE1299, RWE1296, RWE1263 RWE1269, RWE1267, RWE1268, RWE1264 RWE1265, RWE1305, RWE 1275A, RWE1272A RWE1273, RWE1271, RWE1274, RWE1275 RWE1272, RWE1277A, RWE1271A, RWE1300 RWE1274A, RWE1295, RWE1270, RWE1297 RWE1293, RWE1294, RWE1303, RWE1301 RWE1302, RWE1306A, RWE1303B, RWE1303C RWE1304, RWE1303A, RW1298, RWE1298A RWE1306, RWE1330, RWE1330F, RWE1323 RWE1324, RWE1325, RWE1326, RWE1336 RWE1329, RWE1332, RWE1331, RWE1327 RWE1333, RWE1331A, RWE1334, RWE1335 RWE1332A, RWE1277, R3012902, RWE1276	Last review date: March 2019

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.



Job Purpose

Richmond upon Thames operates a high performing public library service which is very well regarded within the community. The role of a Library Assistant is to assist with the provision of this borough-wide service, ensuring a high level of effective customer service by carrying out a range of administrative duties to facilitate the libraries' day to day operation.

Modern public libraries are busy and stimulating spaces, open to all members of the community and Library Assistants need to be resilient, confident and resourceful in order to deal with the often complex and challenging issues that occur as a result.

The majority of work carried out by Library Assistants involves frontline customer service, dealing with the issue, return, care and maintenance of resources, searching for information, dealing with enquiries, assisting with events and helping visitors to access the full range of services provided by the Borough's libraries.

Specific Duties and Responsibilities

1. To work on a customer service desk carrying out a range of duties using library management systems, including cash handling, answering customer enquiries and providing a high level of customer care.
2. To assist library users to use the public access computers, e-resources, self-service kiosks, scanners, fiche readers and copiers.
3. To deliver children's activities including Tiny Teddies, storytimes, class visits, Chatterbooks reading groups and workshops.
4. To deliver IT support to library users, including introductory IT sessions and awareness on a variety of topics, promote and demonstrate the use of eResources, provide basic IT troubleshooting and assist with information and data retrieval.
5. To assist in delivering ICT awareness to customers and other staff with the aim of increasing digital and information literacy and promoting the use of online resources and collections.
6. To carry out scheduled daily, weekly and monthly administration duties and routines in a timely and efficient manner, including weekly banking, email correspondence, recording room hire requests, booking search room appointments and issuing event tickets.
7. To support new or inexperienced members of staff.
8. To promote library services, resources, activities and events with the public.

9. To assist with the maintenance and promotion of stock in a variety of formats, including shelving, shelf tidying, filing, storage and display of resources, ensuring efficient access to all materials.
10. To assist team members with a variety of library promotional activities for adults and children such as author talks, reading festival events, workshops and community events and celebrations.
11. To open and close buildings as required and to be responsible for the security of the building and its contents whilst open to the public.
12. To help create and maintain a welcoming, comfortable and safe environment for both customer and colleagues by being proactive in safety awareness, reporting concerns to a senior member of staff and logging routine maintenance requests and incident reports in a timely and responsible manner.
13. To welcome pre-arranged local community groups to the library, ensuring they have a positive experience and to work in partnership with local community and friends groups.
14. To support, oversee and encourage library volunteers, ensuring they are treated as part of the library service team and recognising the value they bring to the service as a whole.
15. To contribute to the active engagement of residents and stakeholders with the development of library services, to include assisting with surveys of library users and non-users and public consultation exercises.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Richmond and Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

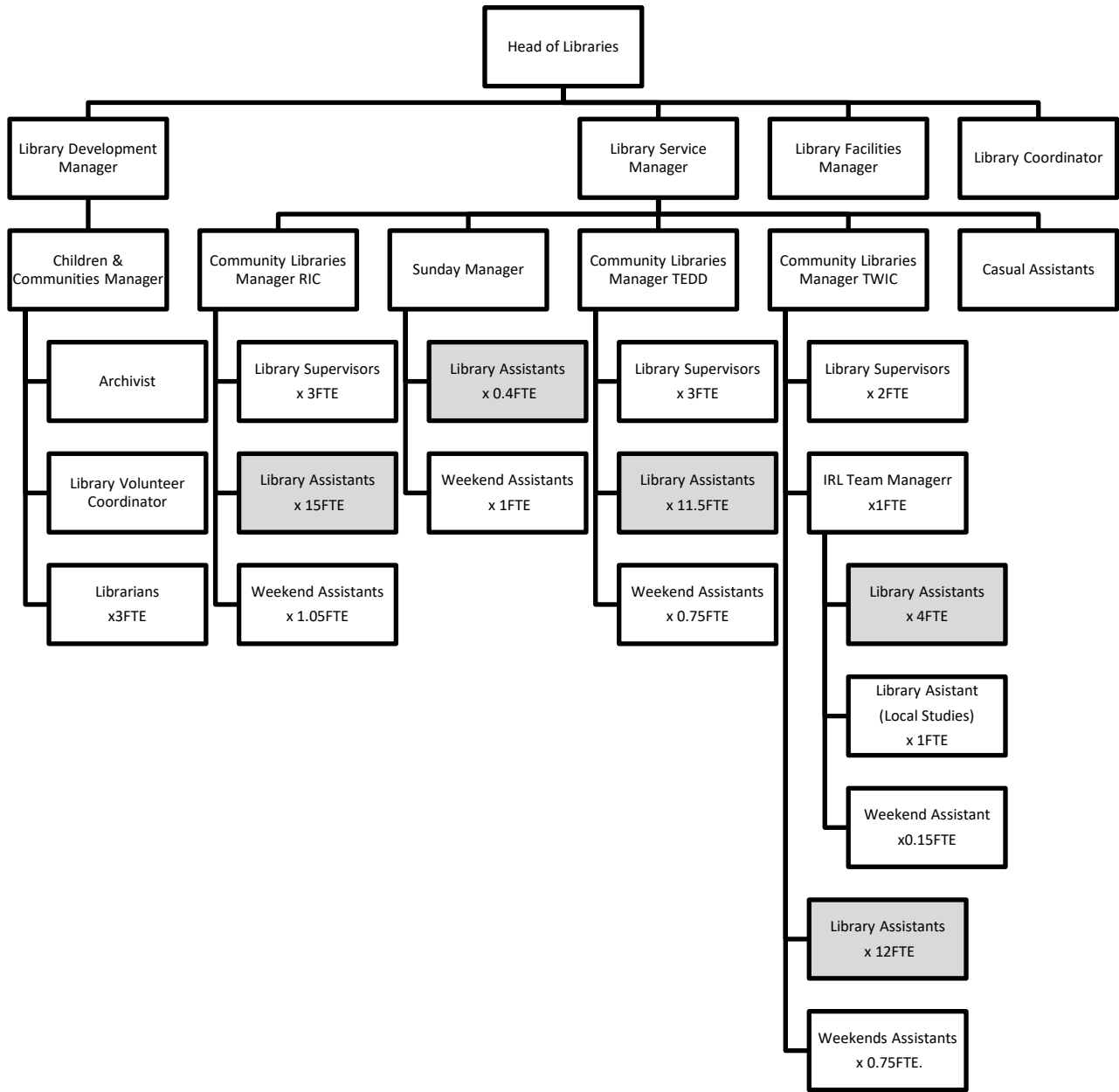


- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

1. Working in a library can be both mentally and physically demanding with long periods of standing, carrying and re-shelving resources and ongoing interaction with the public.
2. Library Assistants will be required to work flexibly to the exigencies of the organisation, including up to two evenings per week and two Saturdays in every four weekends.
3. Library Assistants (Sunday) will be required to work on Sunday during the scheduled opening hours.
4. The post-holder must be able to work in any library in the borough as directed and will be required to travel around the borough and attend occasional meeting outside the borough.
5. The post-holder will be required to wear an ID lanyard when on public duty.
6. The post holder must be suitable to work with children and vulnerable adults and will be required to undergo a Disclosure & Barring Service (DBS) check.
7. The post-holder will be required to uphold service values and perform to the required standards of behaviour including timekeeping, personal appearance, customer care and taking responsibility.

Current team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements		Assessed by A & I/ T/ C (see below for explanation)
Knowledge		
Awareness of the range of resources and services currently delivered by libraries and the importance of libraries within communities		A/I
Practical knowledge of e-resources, social media and web applications		A/I
Practical knowledge of using a range of IT software and programmes		A/I/T
Strong oral, aural and written understanding of English		A/I/T
Experience		
Experience of working with the public in a retail, academic or information service either in a paid or voluntary capacity		A/I
Experience of working in a pressurised environment where consistently high standards of service delivery are required		A/I
Practical experience of using IT, social media and web applications and resolving basic IT issues		A/I/T
Experience of answering queries and resolving problems.		A/I
Experience of working as part of an effective team and supporting colleagues		A/I
Skills		
Ability to multi task in a busy environment		A/I
Ability to work without close supervision, retain information and apply procedures as instructed		A/I
Ability and confidence to apply knowledge to assist customers with solving basic IT /PC troubleshooting		A/I
Ability and confidence to deal with challenging situations in a calm and effective manner		A/I
Ability to communicate clearly and with understanding when working with the public, including when using the telephone, email and social media		A/I/T
Qualifications		
Maths and English to a minimum of GCSE level four or equivalent		A/C

A – Application form / CV,

T – Test,

I – Interview,

C - Certificate