



number one for
service and value

Job Profile

Provisional Job Title: Library Facilities Assistant	Grade: Scale 3
Section: Contracts & Leisure (Libraries)	Directorate: Environment and Community Services
Responsible to: Library Facilities Manager	Responsible for: N/A
Post Number/s: RWE1254	Date: March 2019

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To assist the Library Facilities Manager in the maintenance of the public library service across the borough; ensuring a high level of effective customer service together with a range of practical and administrative duties to facilitate libraries' day to day operation.

To undertake the duties of the Library Courier Driver on occasion.



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Specific Duties and Responsibilities:

1. To assist with the provision of a safe and efficient working environment, ensuring the safety of customers and staff.
2. Participate in ensuring the security of library buildings, contents and of spaces available for public hire/community use within the library service.
3. To open and close library buildings as required.
4. To undertake general everyday basic maintenance, emergency cleaning tasks and routine health & safety checks at library sites as directed.
5. To undertake portage tasks as required including setting up and clearing away of furniture, displays and equipment, ensuring hired spaces are prepared as instructed, in line with correct handling procedures.
6. To assist with deliveries to sites, ensuring the proper distribution and storage of goods and equipment.
7. To undertake the duties of the Courier Driver as required, driving the library delivery vehicle according to the routes and timetables required, in a safe and competent manner, having regard to legal restrictions, responding to traffic conditions to ensure time efficiency.
8. To help create and maintain a welcoming, comfortable and safe environment for both customer and colleagues by being proactive in safety awareness, reporting any building or equipment faults or safety issues to a senior member of staff and logging routine maintenance requests and incident reports in a timely and responsible manner.
9. To assist with requests for room/facilities hire by taking bookings, showing the premises to prospective clients and monitoring use.
10. To maximise income from the hire of library halls and spaces, assisting with the arrangement of appropriate licenses, catering and security in the most cost-effective way for hirers.
11. To develop good working relations and collaborative arrangements with internal and external stakeholders.
12. To ensure the security of library sites and contents when contractors are present, as directed by Library Facilities Manager.



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Generic Duties and Responsibilities

- To contribute to the continuous improvement to 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 promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work 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 the both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your 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.

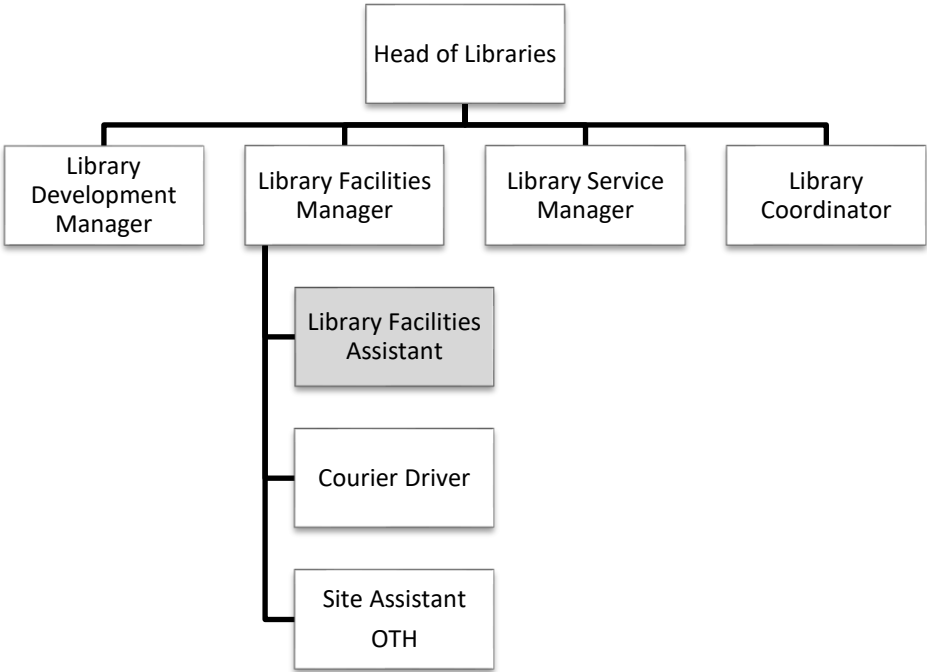
Additional Information

- The post-holder will be required to assist with the regular physical movement of display equipment, furniture and resources.
- The post-holder will be required to work flexibly to the current exigencies of the organisation, including evening duties to cover meetings or events and to undertake weekend and Bank Holiday duties as required.
- The post-holder must be able to work in any library in the borough as directed.
- The post holder will be required to open and close buildings as required.
- The post-holder will be required to travel around and outside the borough to attend training courses or other work-related activities.
- The post-holder must take personal responsibility to ensure work is of a high standard and that a positive impression of the library service is given to users and visitors at all times.
- The post-holder will be required to wear an ID lanyard when on public duty.



- 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





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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.

Requirements	Assessed by A & I/ T/ C
Knowledge	
Basic knowledge of health, safety and fire legislation within the workplace	A/I
Practical knowledge of using IT software, including emails and inputting into spreadsheets	A/I
Practical knowledge of how to use power tools and hand tools to complete a job.	A/I
Knowledge of how to undertake basic repairs and DIY e.g. putting up shelves, painting walls	A/I
Knowledge of safe driving habits, including knowledge of driving laws and regulations for the operation of motor vehicles.	
Experience	
Working in an environment requiring regular contact with the public	A/I



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Carrying out minor maintenance tasks, and cleaning duties	A/I
Carrying out basic health and safety and fire safety checks	A/I
Working within a facilities environment e.g. caretaking, hotel maintenance	A/I
Skills	
Must have effective verbal and written communication skills	A/I
Must be able to interact confidently and courteously with clients, colleagues and members of the public	A/I
Ability to carry out and complete a range of duties with minimum supervision, as directed by a senior manager	A/I
Ability to drive safely and competently and to undertake routine checks and cleaning of the vehicle.	A/I
Evidence of technical ability e.g. setting up basic audio visual equipment, using laptops	A/I
Qualifications	
Full UK driving licence Cat B	A