

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Weekend Assistant	Grade: Scale 2 – Scale 3
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: <u>Saturday</u> R3004407, RWE1281, R3013480, R3013842 RWE1279, RWE1280, R3015655, RWE1282 RWE1309, RWE1307, RWE1308, RWE1309A RWE1309B, RWE1338, R3013493, RWE1337 RWE1339, RWE1339B <u>Sunday</u> R3017093, R3013499, R3017094, R3017185 R3018657, R3017095, R3017121, R3015462 R3018658	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 Weekend Assistant role is to assist with the provision of this borough-wide service, ensuring a high level of effective customer service together with a range of administrative duties to facilitate the operation of libraries on a Saturday and/or Sunday.

Modern public libraries are busy and stimulating spaces, open to all members of the community and Weekend 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 Weekend Assistants involves frontline customer service, dealing with the issue, return and maintenance of resources, searching for information and helping visitors to access the full range of library services provided.

Specific Duties and Responsibilities

1. To work on the customer service desk which include cash handling and answering customer enquiries.
2. To assist library users to use the public access computers, e-resources and self-service kiosks
3. To provide basic IT assistance and troubleshooting for library members using the public access computers
4. To carry out scheduled daily, weekly and monthly administration duties as instructed
5. To support new or inexperienced members of staff.
6. To promote library services, resources, activities and events with the public
7. 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.
8. 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.
9. To work with 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

Progression Criteria

Progression through the grade is not automatic. The post holder can apply to be considered for the higher grade after 12 months and will be subject to a full assessment about their ability to work at the higher level by the relevant line manager.

Additional Criteria for progression to Scale 3 of the linked grade:

Post holders will demonstrate competence in the following:

1. Use of the Library Management System



2. Answering customer enquiries
3. Undertaking daily, weekly and monthly routine housekeeping tasks
4. Knowledge of the range of services and resources available as part of the library offer.
5. Ability to work in a more independent manner.

Generic Duties and Responsibilities

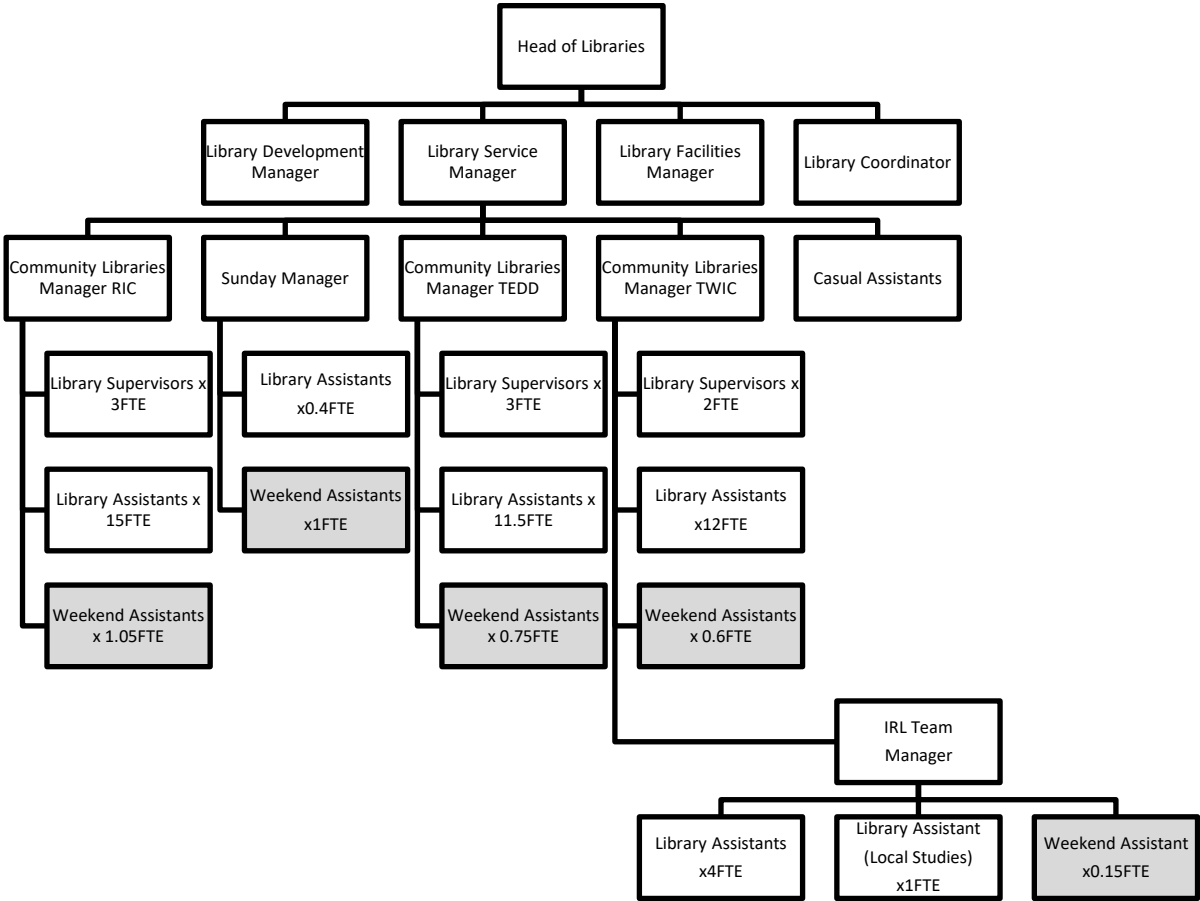
- To contribute to the continuous improvement of the services of the Boroughs of Richmond and Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated 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 reshelfing resources and ongoing interaction with the public.
2. Weekend Assistants (Saturday) will be required to work on Saturday during the scheduled opening hours and Weekend Assistants (Sunday) will be required to work on Sunday during the scheduled opening hours.
3. 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 on occasion.
4. The post-holder will be required to wear an ID lanyard when on public duty.

- 5. 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
- 6. 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, service, 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 multitask 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

I – Interview

T – Test

C - Certificate