

# JOB DESCRIPTION

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| **Post Title:** | Library Assistant (Conwy & peripatetic) | **Department / Service:** | Culture, Libraries and Information Economy and Culture Service |
| **Hours:** | 18.5 hours | **Level:** | GO3 |
| **Location:** | Conwy Library and all libraries in Conwy county | **Job Evaluation Number:** | JE0016 |
| **Responsible to:** | Librarian | **Responsible For: (Staff)** | None |

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| **Job Purpose:** |
| To provide an effective front-line public library service to the public, including adults, children and young people, individually and in groups. To undertake administrative tasks to support this customer service. |

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| **Duties and Responsibilities - Job Specific** | |
|  | Providing an effective service to the customer, through the loan of books and other materials, the provision of information and answers to enquiries, the use of the People’s Network, and provision of other materials. Ensuring customer care is paramount and supporting the customer in their use of the library. This service may be in person, over the phone, through email or the web or by other means. |
|  | Supporting customers through the use of ICT and other technology, including supporting the use of the People’s Network, photocopiers and microfilm readers, together with the use of the library management system. Dealing with ICT problems as they arise and reporting on faults. |
|  | Dealing with stock in order to support good customer service, including ensuring good order on the shelves, maintaining good physical condition, weeding and circulating stock between libraries. Suggesting titles or subjects to be considered for purchase. |
|  | Taking part in the administrative work necessary to achieve a good customer service including registering new customers, dealing with requests and overdue items, booking of rooms and ICT use, filling of forms for other Conwy CBC departments. Collecting and inputting of information for the use of the customer in person or through electronic means. Ensuring that the customer comment and complaint system is properly followed. |
|  | Taking and accounting for income from customers, such as request charges, fines, room hire, consumable items, items on behalf of other Conwy CBC departments and publications. Ensuring the good upkeep and safekeeping of Authority property and sufficient supplies of stationery and other supplies. |
|  | Collecting statistics of all kinds as directed, relating to the Welsh Public Library Standards and performance management within the Authority. Taking part in surveys and sample counts. |
|  | Assisting with promotional work for the service, including with groups of children in libraries or in schools, taking part in and helping with events and activities and preparing displays. |
|  | Ensuring that libraries in Conwy provide a safe, welcoming, accessible and inclusive environment for customers, and welcomes families and people of all ages. Reporting health and safety and maintenance issues. |
|  | Presenting the service, in a positive way, to maintain a high quality customer service. Showing initiative, innovation and being proactive in advancing the service and dealing with challenging situations where necessary. |
|  | Communicating with other staff, and reporting regularly to management team and administrative staff passing on suggestions for improvement so that good service is maintained, and suggestions for improvement or needs recognised are referred on as appropriate for possible implementation. Contributing to service wide improvement. |
|  | Taking part in training and development to keep current with a continually changing service and community. |
|  | Participating in appropriate service development work, including working groups across the service, attending meetings, representing the library and carrying out research as directed by the Library Service Managers, in order to deliver the Strategy for Modernising Conwy’s Libraries |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

**Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Library Assistant**

**Date: March 2023**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Excellent communication, listening and interpersonal (oral and written) | AF / I / R | E |  |
| General standard of education to GCSE level (or equivalent) | AF / I | E |  |
| Qualification in a minimum of 5 subjects at GCSE level C (or equivalent) | AF / V |  | D |
| ICT skills to minimum ECDL level (or equivalent) | AF / I |  | D |
| An understanding of customer care | AF / I | E |  |
| Experience of working in a public library, customer centred service or service delivery to the public | AF / I /T | E |  |
| Understanding of social inclusion and equality of opportunity | AF / I | E |  |
| An interest in and enthusiasm for books and reading | AF / I /T | E |  |
| Knowledge of information sources | AF / I |  | D |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is essential. | AF/I | E |  |
| **Supervision & Management** | None |  |  |  |
| **Creativity & Innovation** | Understanding and experience of using a range of ICT | AF / I / R / T | E |  |
| Understanding and experience of helping others to use ICT | AF / I / R |  | D |
| Understanding and ability to use a variety of administration procedures | AF / I / R |  | D |
| Ability to be flexible and adaptable to changing situations, environments and working patterns and to work under pressure | AF / I / R | E |  |
| Willingness to work additional hours for part time post holders | AF / I / R |  | D |
| Ability to show initiative | AF / I / R |  | D |
| A desire for personal development | AF / I / R | E |  |
| **Contacts &**  **Relationships** | Ability to engage with a wide spectrum of members of the community including children and young people. | AF / I / R | E |  |
| Ability to get on well with staff and work both alone and as part of a team | AF / I / R | E |  |
| **Decisions / Recommendations** | Ability to take responsibility and to report to colleagues and managers | AF / I / R | E |  |
| Ability to prioritise time and customer demand/s | AF / I / R | E |  |
| **Resources** | An understanding of securing and safeguarding of property – buildings and equipment. | AF |  | D |
| Ability to take responsibility for receipting of money | AF / I | E |  |
| **Physical Demands** | Good physical health to do the job | AF/R | E |  |
| The post requires the means to travel between various libraries on a frequent basis | AF/I | E |  |
| Willingness to work evenings and weekends according to the needs of the service | AF/I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)