

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Prison Library Assistant
Grade:	3
Location of Work:	HMP Risley or HMP Thorn Cross
Directly Responsible To:	Prison Librarian
Directly Responsible For:	N/A

WORKING RELATIONSHIPS:

1. Work to Prison Librarian
2. Work with Prison Officers and Education staff
3. Work with prisoners and users of the service

PURPOSE AND SCOPE OF JOB:

To assist the Prison Librarian to deliver high quality library services within the Prison Library, in order to ensure an efficient and effective service, to complement the needs of the Establishment and its prisoners, and to take account of the special requirements of a prison environment.

KEY DUTIES AND RESPONSIBILITIES

1. Act as a first point of reference for visitors to the library, or on the telephone, assessing individuals' needs and directing them to appropriate sources of help and information, all to achieve a high degree of customer care. Record users' comments on the service, gaps in provision and complaints, and pass these to the Prison Librarian. Ensure that all prisoners are treated fairly and decently.
2. Carry out the day to day work of the service, issuing, returning, sorting and shelving of items to maintain good order of items on shelves. Use appropriate information and communication technology as required. All to meet the standards specified in the Service Level Agreement.
3. Encourage reading by displaying stock prominently, especially books on health related subjects, to maximise impact and issues, and promote reading activities on library noticeboards.
4. Answer routine information enquiries as specified in training, referring more complex enquiries to the Prison Librarian, to ensure customers' needs are met.
5. In the absence of the Prison Librarian, resolve disputes arising from fines, over dues, reservations and disputed loans / membership, dealing with disruptive service users, all within training parameters to ensure compliance with PSO 6710 and CILIP guidelines.

6. Support the Prison Librarian to allocate, supervise and monitor work carried out by casual library staff and library orderlies, including on the job training, to ensure that procedures are applied and library policy is followed consistently.
7. Support the Prison Librarian in the promotion of the service to users and non-users, including reader development initiatives and the preparation of posters and leaflets; also with regard to notifications of library opening hours/closures.
8. Perform standard clerical and administrative duties including monitoring and maintaining stationery and progressing orders, keeping statistics to meet targets, completing forms, updating all information and pamphlet material in folders and on notice boards, to comply with service procedures;
9. Undertake basic bibliographical routines, processing and accessioning of stock, carrying out stock checks including the annual stock review, repairs, and withdrawal of stock, all to ensure the stock is adequately maintained.
10. As required, work closely with the Prison Librarian to support the work of the Education provider within the prison, supporting offenders who are undertaking individualised or distance learning, and recording learning outcomes for statistical purposes
11. Produce monthly lists of overdue and lost books, and manage processes to maintain stock levels, working closely with Prison Officers, and providing information for the Prison Librarian to write the annual report.
12. Be responsible for the opening and locking up of the Library when required on shift.
13. Report maintenance issues in the library to the appropriate department within the Prison in line with Health and Safety requirements.
14. Be aware of, and adhere to, the rules and regulations of the Prison at all times. Complete the professional standards on-line training. Respect and maintain the confidentiality required by the Prison both at work and at home, including General Data Protection Regulations (GDPR). Carry out Radio training and carry a Radio when on duty at all times, maintaining the strict standards required by the establishment when using the radio. Read and sign the Code of Conduct on appointment and at annual intervals afterwards.
15. Participate in LiveWire's PR&D scheme. Actively participate in training to ensure skills are up to date, attending meetings as required.
16. Operate the various risk management, Equality & Diversity, Health and Safety and security systems to ensure personal safety and building security, and advise others where appropriate with respect to these systems and procedures. Library staff must take personal responsibility for their own Health & Safety, reporting incidents and accidents immediately to the relevant authority by completing Security Information Report forms (SIRs) as necessary.
17. Be flexible in regards to work patterns to meet service needs, including the need for weekend working, and be prepared to work at any LiveWire site.

18. Notwithstanding the detail in this job description, the job holder will undertake work as required by their line manager from time to time, up to or on a level consistent with the principal responsibilities of the post.

The nature of the duties listed above may over time change in which case the job description will be amended accordingly. This may not alter the size and scope of the job.

Date: March 2021

Prepared/revised by: Cheryl Siddall

In conjunction with: Wendy Molyneux

PERSON SPECIFICATION

JOB TITLE: Prison Library Assistant

GRADE: Grade 3

E = Essential D = Desirable

CRITERIA:

Experience

- Experience in dealing with a wide range of customers (E) (A, I)
- Experience in the use of IT, specifically the Internet and Microsoft Office (E) (A, I)
- Previous experience in a Library (D) (A) (I)
- Experience in working within a Prison environment (D) (A) (I)
- Experience of stock work (D) (A) (I)

Skills and Abilities

- Possess good communication and interpersonal skills, written and oral (E) (A) (I)
- Interest and awareness of ICT, including the internet, good keyboard skills, and
- Interest in books, reading and information handling (E) (A, I)
- Ability to work with a wide range of people (E) (A, I)
- Demonstrate social inclusiveness in ways in which the library delivers services in the community (E) (A, I)
- Awareness of the importance of confidentiality (E) (A, I)
- Ability to work as a member of a team (E) (A) (I)
- Ability to work under pressure (E) (A) (I)
- Ability to identify needs and sources of help (E) (A) (I)
- Ability to deal accurately with numbers (E) (A) (I)
- Assertive and conscientious approach, paying attention to detail (E) (A, I)
- Possess a flexible and responsible approach (E) (A, I)
- Ability to work unsupervised and use own initiative (E) (A) (I)

Education/Qualifications/Knowledge

- Good knowledge of Microsoft Office – Word and Excel (E) (A, I)

Other Requirements

- Clearance by the Prison's security unit will be required (E) (I)

- Flexible approach to work with an ability to respond to internal and external pressures (E) (A) (I)
- Ability to work to prison standards and observe strict confidentiality (E) (A) (I)
- Interest in lifelong learning and promoting reading (D) (A) (I)
- Willingness to attend training (E) (A) (I)

Commitment to Equal Opportunities

- Ability to understand and demonstrate commitment to Equality and Diversity (E) (A) (I)

Commitment to Service Delivery/Customer Care

- Awareness of the issues surrounding customer focused services (E) (A) (I)

Methods of Assessment key

A = Application form, C = Certificate, E = Exercise, I = Interview,
P = Presentation, T= Test, AC = Assessment centre