

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Library Assistant
Grade:	3
Location of Work:	Various
Directly Responsible To:	Lead LiveWire Advisor – Libraries
Directly Responsible For:	N/A
Hours of Duty:	Variable

WORKING RELATIONSHIPS:

Members of the public
Customers
Colleagues, Lead LiveWire Advisor and wider LiveWire teams
All LiveWire stakeholders and partners

PURPOSE AND SCOPE OF JOB:

To participate in the delivery of services and help promote reading and access to information for all library users.

To actively engage in the marketing and selling of the LiveWire offer and initiatives, promoting and representing the Company raising the level of customer awareness and the take up of services.

The job holder will provide excellent customer service helping to ensure an effective and efficient service.

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
2. Operate the library management system and support customers to use the library self-service system
3. Carry out the day to day activities of the library including issue and return of books and other items borrowed, shelving of items, handling of cash and use of appropriate information and communication technology
4. Answer routine bibliographical and information enquiries referring more difficult enquiries to other staff to ensure customers' needs are met.

5. Participate in the delivery of activities, support outreach events as required and help to promote the service to users and non-users
6. Maintain a polite and professional manner in all circumstances and comply with service standards and regulations.
7. Assist with the recording of customers' comments, compliments and complaints, and other information as required
8. Participate in promotional events, which may involve working evenings and weekends and/or at other libraries within Warrington.
9. Participate in appropriate training and staff development programmes to meet desired levels
10. Participate in ensuring the return of statistical, financial and other data as appropriate
11. Abide by LiveWire's policies and processes to assist the organisation in maintaining a reputation of quality and integrity. This includes observing General Data Protection Regulations (GDPR), promoting equality and diversity and adhering to LiveWire's Code of Conduct
12. Actively contribute to a safe environment for staff and members of the public, undertaking Health and Safety checks as necessary and follow reporting procedures.
13. Notwithstanding the detail in this job description, undertake additional duties that are reasonably commensurate with the responsibilities of this post.
14. Must be prepared to work at any LiveWire site

Date: 12th July 2018

Prepared/revised by: Sharon Sinnott

In conjunction with:

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

JOB TITLE: Library Assistant

GRADE: 3

Experience

- Previous experience in a library (D) A, I
- Experience in dealing with a wide range of customers (E) A, I
- Experience in the use of IT (E) A, I
- Experience of working with books or artefacts (D) A, I

Skills and Abilities

- Ability to work as part of a team (E) A, I
- Ability to work under pressure (E) A, I
- Good communication and interpersonal skills, both written and verbal (E) A, I
- Ability to identify needs and sources of help (D) A, I
- Interest in books, reading and information handling (E) A, I
- Ability to deal accurately with numbers including money (E) A, I

Education/Qualifications/Knowledge

- Minimum of 3 GCSEs at Grade C or equivalent, incl. English and Maths (E) A, C

Other Requirements

- Able to work independently and across teams (E) A, I

Commitment to Equality and Diversity

- Ability to understand and demonstrate commitment to equality and diversity A, I

Commitment to Service Delivery/Customer Care

- A commitment to delivering excellent customer service A, I

METHOD OF ASSESSMENT (M.O.A.)

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE