

Job Description

Job Title: Relief Community Library Assistant
Service: Policy & Communities
Directorate: Strategy & Partnerships
Reports to: Area Library Manager
Grade: Scale 3
Location: Cambridge
Hours: Zero hours

Job Purpose

- To provide friendly, efficient, customer-facing, front-line public services to users of Cambridgeshire Libraries.
- Contribute to and promote the library services digital offer
- An integral part of the role is a requirement to work some evening and weekend working on a flexible basis, as required to meet service needs.
- Working alone and taking responsibility for the building stock and equipment.
- Contribute to the delivery of the Library Services Universal Offers: Reading, Health and Well Being, Information and Digital, Culture and Creativity and the Children's Promise
- To contribute to those services by completing a range of administrative and support services within the library.
- To support the wider aims and objectives of the service by assisting in the delivery of partnership initiatives and outreach work.
- To work with, support and oversee volunteers as required.
- Some Library Assistant posts (which will be specifically advertised) require the post holder to be mobile and able to work in any of the libraries identified within the hub and cluster.

Principal Accountabilities

Service Delivery (50%):

1. To provide a professional, effective and efficient customer service to service users of all ages, backgrounds and abilities, ensuring that customers are dealt with courteously, fairly and without prejudice.
2. To ask relevant questions pertinent to the customer's situation in order to assist them and answer their enquiries, helping customers to make informed choices and to redirect customers to other organisations/departments as appropriate.
3. Assist and contribute to the operational routines in the library/ies in which the post holder is appointed to work.
4. Assist and contribute to the delivery of partnership services and outreach initiatives as required by the District Library Manager.
5. Be an effective advocate for the service, promoting the library service and stock within the wider community at every opportunity.

Clerical Routines and Stock (25%)

1. Assist in the collection and correct handling of all income and fees laid down by the County Council
2. Maintain the library, presenting the stock and information in an accessible and engaging way.
3. Assist in maintaining the stock using appropriate tools and carry out operational and administrative procedures as required.

Teamwork (20%):

1. Participate in the efficient administration and work of the hub and cluster to ensure effective library service delivery.
2. Work alongside and assist in the oversight of roles undertaken by volunteers as required.

Health and Safety (5%)

1. Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others.
2. Be aware of the risk assessment for the library and follow appropriate recommendations.
3. If required, ensure that health and safety regulations are followed at all events and activities taking place within the library as directed by the Area Library Manager.

Person Specification

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The following criteria are appropriate for this post.
 You must demonstrate that you meet the essential criteria in order to be shortlisted for the post and it would be advantageous for you to meet the desirable criteria.

ESSENTIAL	DESIRABLE
<p>Qualifications/Skills</p> <ul style="list-style-type: none"> • Good general education, including 5 GCSE/GCE passes at grade C or above or equivalent, which must include English Language and Maths or the appropriate Level 2 qualification in Literacy and Numeracy. A willingness to achieve a Level 2 Literacy and Numeracy qualification will also be considered • ICT Skills: the successful candidate must be able to demonstrate an ability to use Microsoft Office or equivalent, particularly Word and E Mail. • A good knowledge of the Internet and a demonstrable capacity to assess the value of the information found there. • Candidates must be able to demonstrate understanding of delivering good customer service. 	<p>Qualifications/Skills</p> <ul style="list-style-type: none"> • City and Guilds Library and Information Assts Certificate, or equivalent. • NVQ Level 2 in Customer service skills • ECDL, or equivalent • Competence handling and demonstrating digital devices including scanners, tablets, printers etc. • Experience using social media and digital resources to engage with a diverse audience
<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Understanding of the principles of Equality and Diversity within the workplace • Experience of working in a customer service environment in a library or comparable setting 	<p>Knowledge and Experience</p> <ul style="list-style-type: none"> • Detailed knowledge and understanding of library practices.

ESSENTIAL	DESIRABLE
<p data-bbox="252 237 687 271">Personal Skills and Abilities</p> <ul data-bbox="252 277 863 1099" style="list-style-type: none"> <li data-bbox="252 277 863 371">• Interpersonal skills, including patience and listening skills with an ability to establish exactly what the customer requires. <li data-bbox="252 378 863 472">• A pleasant, helpful manner with customers of all ages and abilities, both in person and on the telephone. <li data-bbox="252 479 863 573">• A strong team player, able to work with colleagues on projects and contribute to team goals <li data-bbox="252 580 735 613">• An ability to work under pressure <li data-bbox="252 620 847 654">• An ability to work with limited supervision. <li data-bbox="252 660 807 719">• A methodical, accurate and consistent approach to work. <li data-bbox="252 725 847 819">• Flexibility and adaptability in all areas of work, including being able to respond to a change in hours or workplace location. <li data-bbox="252 826 632 860">• Punctuality and reliability <li data-bbox="252 866 823 960">• Mobility. Candidates must be able to travel within the group if required by the advertised post. <li data-bbox="252 967 788 1025">• Smart appearance appropriate to the working environment. <li data-bbox="252 1032 858 1099">• Ability to manage the physical demands of the job 	<p data-bbox="890 237 1326 271">Personal Skills and Abilities</p> <ul data-bbox="890 277 1326 472" style="list-style-type: none"> <li data-bbox="890 277 1326 336">• Ability to use initiative and be proactive <li data-bbox="890 378 1326 472">• Ability to act as an advocate for the library service in the wider community.