

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Prison Library Assistant

Place Shaping, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To support the Library Manager in the provision of an efficient and effective library service for HMP Woodhill. To work as part of a small team.

Accountable to:

This role is accountable to the Prison Library Manager and works with one other Prison Library Assistant and will be responsible for the supervision of Prisoner library orderlies. The service sits within the wider Public Library Service which is part of the Place Shaping Directorate in West Northamptonshire Council.

Responsibilities:

1. To act within the security arrangements operating within the establishment. To cooperate with prison staff to ensure good order and reasonable behaviour by prisoners in the library whilst maintaining a high standard of service and courtesy to library users.
2. To undertake tasks relating to the day-to-day operation of the library and to be responsible, in the absence of the Prison Library Manager, for making decisions and taking appropriate actions to ensure the health, safety and security of the library.
3. To carry out library related tasks such as
 - Issue and return books and other loaned items.
 - Shelving books accurately
 - Tidy the shelves regularly to maintain book stock in the correct sequence
 - Process and prepare new material for addition to the library stock
 - To deliver books in person to some areas of the prison
 - To assist in answering reader enquiries and, where appropriate, referring more complex enquiries to the Prison Library Manager.
4. To assist the Prison Library Manager with induction and registration of new Prisoners as library members and training of library orderlies.
5. To assist in delivering reader initiatives and other activities that promote library membership and education.
6. To deliver books in person to some areas of the Prison. This requires a good amount of lifting, walking and negotiating stairs to provide the service to all Prisoners who wish to make use of the service.
7. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications. Adhere to the responsible and secure use of Prison computer systems and applications.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, I |
| Enthusiastic for challenge and change, with a flexible and positive attitude. | Essential | A, I |
| Excellent listening skills and a confident communicator with a wide range of people. | Essential | A, I |
| An ability to prioritise, liaise with others and take personal responsibility for tasks. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| An awareness of prison purpose and rehabilitation | Essential | A, I |
| An awareness of the value of reading | Essential | A, I |
| | | |

| Relevant experience: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of customer service delivery and implementation | Essential | A, I |
| Experience of working in a library | Desirable | A, I |
| | | |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| GCSE or equivalent ability in English | Desirable | A, I, D |
| | | |
| | | |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check, Counter Terrorism Clearance.

Day-to-day in the role:

| | | | |
|--|--------------------|---------------------------|-------------------------|
| Hours: | 21 | Primary work base: | HMP Woodhill |
| Job family band: WLSCP03 | | Worker type: | Operational field-based |
| Salary range: | | £25,447-£25,849 | |
| People management responsibility: | Prisoner orderlies | | |

Working conditions & how we work:

The role will require some ongoing physical effort due to the need for regular walking (may be 8000 steps as a guide) climbing stairs and standing for periods of time. At times there will be a need for enhanced physical exertion as some tasks may call for some lifting and carrying, pushing or pulling of equipment and library property (always with health and safety guidelines).

In the context of an often-busy working environment, job holders will need to engage in moderate periods of concentrated attention to complete tasks and deal with occasional interruptions from customers.

The role will have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the job holder.

As a result of being a customer facing role, job holders are likely to experience some unpleasant people related behaviour or anti-social behaviour.

The job holder will be required to help defuse situations whilst working in line with Prison safety directives.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| E Empower | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions. |

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

