



Job Description and Person Specification

Job details

Job title: Saturday Assistant

Grade: B

Reports to: Library Manager

Responsible for: N/A

Directorate and Service area: Communities & Leisure

Purpose of the job

To work as part of a team, delivering a wide range of frontline LibraryPlus services to a high standard

To support customers with Library enquiries, IT queries and local community signposting

To support with the delivery of events for the whole community including those for families with children under 5

Principal responsibilities

1. Provide a first point of customer service for a diverse range of customers and enquiries.
2. Assist customers with self-service and other IT systems.
3. To support activities and services for the whole community including those for families with children

4. To be knowledgeable and effective in the use of a variety of IT systems to:
 - Process all sales transactions accurately.
 - Enrol new members.
 - Be competent in the use of the Library Management System.
 - Assist customers with the NNC website and other online services.
5. Promote volunteering opportunities.
6. Ensure the Quality Standards for Presentation and Behaviour which contribute to the customer care ethos are met at all times.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Maths and English or able to demonstrate literacy & numeracy	
Experience and Knowledge	Experience of working as part of a team An understanding and awareness of current services provided by North Northants Council, LibraryPlus and partner organisations Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period	Experience of customer service delivery Experience of supporting the delivery of events
Ability and Skills	Confident IT skills Excellent listening skills and a confident communicator with a wide range of people including children and young people Confidence in self and ability to present oneself positively to others Commitment to personal development Fluent in spoken English to converse at ease with customers and provide advice Enthusiastic for challenge and change, with a flexible and positive attitude	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	This post requires an ability and willingness to travel to and work at other libraries within the area	