

Job Description

Job Title: Community Library Assistant

POSCODE: CB6 1LU

Grade: 3

Overall purpose of the job

To provide friendly, efficient, customer-facing, front-line public services to users of Cambridgeshire Libraries, from the hub in Ely and in the branch libraries of Burwell, Littleport and Soham.

To 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 and promote the Library Services digital offers,

An integral part of the role is a requirement to work some late night and weekend working on a flexible basis, as required to meet service needs. Working alone and taking responsibility for the building, stock and equipment as required.

To work with and oversee volunteers as required.

Main accountabilities

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1.	Service Delivery (50%) - 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. - 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 and departments as appropriate. - Assist and contribute to the operational routines in the library/ies in which the post holder is appointed to work. - Assist and contribute to the delivery of partnership services and outreach initiatives as required by the District Library Manager. - Be an effective advocate for the service, promoting the library service and stock within the wider community at every opportunity.
2.	Clerical Routines and Stock 25%) - Assist in the collection and correct handling of all income and fees laid down by the County Council - Maintain the library, presenting the stock and information in an accessible and engaging way. - Assist in maintaining the stock using appropriate tools and carry out operational and administrative procedures as required.

3.	Teamwork (20%) 9. Participate in the efficient administration and work of the hub and cluster to ensure effective library service delivery. 10. Work alongside and assist in the oversight of roles undertaken by volunteers as required.
4.	Health and Safety (5%) 11. Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others. 12. Be aware of the risk assessment for the library and follow appropriate recommendations. 13. 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.
5.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
6.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.
7.	Safeguarding commitment <i>(Include for roles involving work with children/vulnerable adults)</i> We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

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

ESSENTIAL	DESIRABLE
Qualifications/Skills: • Good general education, including 5 GCSE/GCE passes at grade C/4 or above or equivalent, which must include English Language and Maths or the appropriate Level 2 qualification in Literacy and Numeracy. • ICT Skills: the successful candidate must be able to demonstrate an ability to use Microsoft Office or equivalent, particularly email. • A good knowledge of the Internet and a demonstrable 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. Knowledge and Experience: • An 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. Personal Skills and Abilities: • Demonstrable interpersonal skills, including patience and listening with an ability to establish exactly what the customer requires. • A pleasant, helpful manner with customers of all ages and abilities, both in person, on the telephone and in writing.	Qualifications/Skills: • City and Guilds Library and Information Assts Certificate, or equivalent. • NVQ Level 2 in Customer service skills • ECDL or equivalent • Competence of using Microsoft Teams or equivalent. • Competence handling and demonstrating digital devices including scanners, tablets, printers, etc. • Experience using social media and digital resources to engage with diverse audience. Knowledge and Experience: • Detailed knowledge and understanding of library practices. • Understanding of the importance of reading for pleasure. Personal Skills and Abilities: • Able to use ones own initiative and be proactive. • Ability to act as advocate for the library service in the wider community.

- A strong team player, able to work with colleagues on projects and contribute to team goals.
- An ability to work under pressure and often without supervision
- A methodical, accurate and consistent approach to work.
- Flexibility and adaptability in all areas of work, including being able to respond to a change in hours or workplace location.
- Punctuality and Reliability
- Mobility. Candidates must be able to travel within the group as required and have access to a vehicle to do so.
- Smart appearance appropriate to the working environment.
- Ability to manage the physical demands of the job

Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	Enhanced with barred list checks
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Work type

What work type does this role fit into?	Fixed place of work
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