

Job Description	
Job Title	Saturday Assistant
Salary/Grade	Grade B
Hours	
Location	
Reports to	Library Manager
Service Area	Northamptonshire Libraries & Information Services
Job Number	

Overall Purpose of the Job
1. To work as part of a team, delivering a wide range of frontline LibraryPlus services to a high standard. 2. To support and coach customers to develop their IT skills, enabling them to self-serve using the WNC website and other online services effectively and confidently. 3. Understand the volunteer journey and promote volunteering opportunities in libraries and the wider community. To support and coach library volunteers.

	Main accountabilities
1.	Assist customers in the use of Self-service and other IT systems.
2.	Process all sales transactions accurately.
3.	Enrol new members.
4.	Be competent in the use of the Library Management System.
5.	Ensure the Quality Standards for Presentation & Behaviour for libraries are met at all times.
6.	Ensure good presentation of library stock within the context of a tidy library environment.
7.	Support/provide activities and services for the whole community and particularly for those families with children under 5 as part of our universal children's offer.
8.	Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the Service.
9.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
10.	Carry out any other duties which fall within the broad spirit, scope and purpose of this job description, including providing Saturday cover at the local hub library with due notification.

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

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Minimum GCSE or Equivalent	Maths and English or able to demonstrate literacy & numeracy	Essential

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

Identify	Describe	Essential/ Desirable
Experience and Knowledge	Able to demonstrate an enthusiasm for working with, and an ability to deal effectively with the public.	Essential
	Able to demonstrate good timekeeping and reliability.	Essential
	Demonstrate an ability to work both on own initiative and receptive to direction.	Essential
	Demonstrate an interest in working with customers in a library environment.	Essential
	Experience of working directly with the public in a service environment or library.	Desirable
	Experience of cash handling.	Desirable
Ability and Skills	Excellent verbal communication skills.	Essential
	Adaptable and receptive to change.	Essential
	Ability to work as part of a team.	Essential
	Ability to converse at ease with customers and provide advice in accurate spoken English.	Essential
Equal Opportunities	Demonstrate commitment to equal opportunities with regard to service provision.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard	Enhanced
	Yes		

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
			Yes	