

Local Studies Assistant - Job Description and Person Specification

Job Description

Job Title: Local Studies Assistant

Service: Libraries, Archives & Culture

Directorate: Strategy and Partnerships

Reports to: Library Development Manager

Grade: Scale 3/4

Location: Cambridge Central Library

Hours: 37 hours per week

Job Purpose:

To provide a customer focussed and efficient service to users of the Cambridgeshire Collection; to promote and facilitate access to unique local studies materials by the public and ensure the care and protection of said materials; to carry out administrative and support routines as required.

Principal Accountabilities

1. To support members of the public to access and use local studies materials, resources and facilities to meet their needs; assisting users of all ages, abilities and backgrounds in a prompt, positive, friendly, polite and helpful manner. 20%
2. To respond to customer enquiries in person, by telephone, email, social media and letter in a prompt and efficient manner. To undertake paid local and family history research as required, according to service standards. 20%
3. To be responsible for and undertake the retrieval and replacement of unique local studies materials, ensuring their safety and security and monitor environmental conditions in the public search room and the store room. 10%
4. To assist with the acquisition, accessioning, processing, packaging and indexing a wide range of local studies materials, including books, pamphlets, magazines, maps, newspapers, cuttings, photographs, audio-visual items and ephemera. 30%
5. To maintain the stock and equipment in the public search room and store room, ensuring they remain tidy, well-stocked, safe, attractive and in good working order; reporting defects as needed. 5%
6. To be responsible for and undertake the processing of reprographic orders, handling cash and credit card transactions and maintaining records as required. 5%
7. To assist with the preparation and delivery of exhibitions, displays and promotional events and the hosting of group visits, as required. 5%
8. To play an active part in the Local Studies and wider Libraries team, supporting and assisting colleagues, keeping them informed, participating in meetings and training and contributing to the success of the team, including working with partners. 5%

Person Specification

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Education, Qualifications and Training

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

Essential:

- 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.

Desirable:

- 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.

Knowledge and Experience

Essential:

- Understanding of the principles of Equality, Diversity and Inclusivity within the workplace.
- Experience of working in a customer service environment.
- Awareness of, or familiarity with, library and archive services.

Desirable:

- Knowledge of local and family history and associated record sources.

- Knowledge of relevant local, regional and national organisations, societies and professional bodies, their activities and roles.
- Local knowledge of Cambridgeshire.

Skills and Abilities

Essential:

- Interpersonal skills, including patience and listening skills with an ability to establish exactly what the customer requires.
- A pleasant, helpful manner with customers of all ages, backgrounds and abilities, both in person and on the telephone.
- A strong team player, able to work with colleagues on projects and contribute to team goals.
- An ability to work under pressure.
- Basic research skills with an ability to work with limited supervision.
- A methodical, accurate and consistent approach to work.
- Flexibility and adaptability in all areas of work, with an ability to adapt to various situations as needs arise, including changing locations and patterns in working hours.
- Punctuality and reliability.
- Smart appearance appropriate to the working environment.
- Ability to manage the physical demands of the job. The successful applicant must be able to safely lift a box weighing 10kg and to be able to use stepladders.
- Ability to show due care and consideration when handling unique material.
- Willing and able to acquire new skills, knowledge and experience.

Desirable:

- Ability to use initiative and be proactive.
- Ability to act as an advocate for the library service in the wider community.