Job Description

Job Title: **Community Library Assistant**
Service: **Place & Sustainability**
Directorate: **Community, Development & Resilience**
Reports to: **Area Library Manager**
Grade: **Scale 3**
Location **Wisbech Library**
Hours: **6 hours per week (Saturday)**

Job Purpose

- To provide friendly, efficient, customer-facing, front-line public services to users of Cambridgeshire Libraries.
- Contribute to and promote the library services digital offer
- 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.
- 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
- To contribute to those services by completing a range of administrative and support services within the library.
- To support the wider aims and objectives of the service by assisting in the delivery of partnership initiatives and outreach work.
- To work with, support and oversee volunteers as required.
- This post requires the post holder to be mobile and able to work in any of the libraries identified within the hub and cluster.

Principal Accountabilities

Service Delivery (50%):

1. 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.
2. 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/departments as appropriate.
3. Assist and contribute to the operational routines in the library in which the post holder is appointed to work.
4. Assist and contribute to the delivery of partnership services and outreach initiatives as required by the District Library Manager.
5. Be an effective advocate for the service, promoting the library service and stock within the wider community at every opportunity.

Clerical Routines and Stock (25%)

1. Assist in the collection and correct handling of all income and fees laid down by the County Council
2. Maintain the library, presenting the stock and information in an accessible and engaging way.
3. Assist in maintaining the stock using appropriate tools and carry out operational and administrative procedures as required.

Teamwork (20%):

1. Participate in the efficient administration and work of the hub and cluster to ensure effective library service delivery.
2. Work alongside and assist in the oversight of roles undertaken by volunteers as required.

Health and Safety (5%)

1. Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others.
2. Be aware of the risk assessment for the library and follow appropriate recommendations.
3. 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.

Person Specification

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

ESSENTIAL	DESIRABLE
Qualifications/Skills • 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.	**Qualifications/Skills** • City and Guilds Library and Information Assts Certificate, or equivalent. • 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 • 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.	**Knowledge and Experience** • Detailed knowledge and understanding of library practices.
Personal Skills and Abilities • 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 and abilities, both in person and on the telephone. • A strong team player, able to work with	**Personal Skills and Abilities** • Ability to use initiative and be proactive • Complement existing staff and volunteers to make an effective and balanced

colleagues on projects and contribute to team goals. • Ability to act as an advocate for the library service in the wider community. • An ability to work under pressure • An ability to work with limited 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 if required by the advertised post. • Smart appearance appropriate to the working environment. • Ability to manage the physical demands of the job	working team.