

Job Description

Job Title: District Library Assistant

Directorate: Place & Sustainability

Service: Libraries, Archives and Culture

Location: Cambridge City

Reports to: Area Library Manager

Grade: 4

Hours: 21.5

Overall purpose of the job

To provide support to the Area Library Manager (ALM) within Central and City Libraries, and in their absence act as duty manager for the library and be a point of contact for staff in the Central and City libraries.

To assist in the management and delivery of front-line public services to users of Cambridgeshire Libraries. 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 assist in the management and delivery of administrative and support services within the library. To line manage staff and volunteers as directed by the ALM and District Library Manager (DLM) of the hub and cluster.

Main accountabilities

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1.	Service Delivery (40%) - To provide a professional, friendly, effective and efficient customer service to service users of all ages, backgrounds and abilities. - To ensure that customers are dealt with courteously, fairly and without prejudice, dealing with frontline customer complaints as appropriate and directed by the ALM. - 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. - To redirect customers as appropriate to other organisations or departments. - To provide customer services on behalf of other services and organisations as required. - To assist and contribute to the delivery of partnership services and outreach initiatives as required. - To be an effective advocate for the service, promoting the library service and stock within the wider community at every opportunity. - To assist and contribute to the work of professional staff within the hub and cluster, taking responsibility for the operational delivery and management of a particular area of service support as directed.

2.	Clerical Routines and Stock (25%) • Carry out operational and administrative procedures in the absence of the Area Library Manager. • Assist in managing the dispersal of new stock arriving in the building. • Oversee the shelving of returned stock, ensuring the correct order and attractive presentation of library materials. • Using the appropriate tools and techniques, assist in managing stock within the hub and throughout the district • Assist in the collection and correct handling of all income and fees, laid down by the County Council • Carry out the enforcement of library rules and regulations in an efficient and tactful manner, ensuring consistence and equity of service. • Manage the administrative routines required for the successful recruitment of staff.
3.	Teamwork (25%) • Participate in the workings of the team to ensure effective library service delivery. • Assist in the management of work undertaken by library assistants and volunteers as required by the ALM. • To line manage a discrete group of staff as required by the Area Library Manager (ALM) and the District Library Manager (DLM) and to manage, support and oversee volunteers as required.
4.	Health and Safety (10%) • Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others, following procedures for the notification of problems and dealing with contractors as required. • Be aware of the risk assessment for the library and assist in the implementation of appropriate recommendations. • 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.

Person Specification

Qualifications, knowledge, skills and experience

ESSENTIAL	DESIRABLE
Qualifications/Skills:	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. • 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 an understanding of delivering good customer service.	• 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:	Knowledge and Experience:
• Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. • Ability to contribute towards our commitment of becoming a net zero organisation. • Experience of working in a customer service environment in a library or comparable setting.	• Demonstrable experience in the management of staff. • Demonstrable experience in the management of volunteers. • Detailed knowledge and understanding of library practices.

Personal Skills and Abilities:	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. • A strong team player, able to work with colleagues on projects and contribute to team goals. • An ability to work under pressure and with limited supervision • A methodical, accurate and consistent approach to work.	• Able to use initiative and be proactive. • Ability to act as advocate for the library service in the wider community.
• 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. • Smart appearance appropriate to the working environment. • Ability to manage the physical demands of the job.	