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| **Job Description** |  |
| **Job Title** | Saturday Assistant |
| **Salary/Grade** | Grade B |
| **Hours** | 4 |
| **Location** | Kettering Library |
| **Reports to** | Library Manager |
| **Service Area** | Northamptonshire Libraries & Information Services |
| **Job Number** |  |

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| **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. |

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|  | **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

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| **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

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| **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** |
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| **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** |
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| **Equal Opportunities** | Demonstrate commitment to equal opportunities with regard to service provision. | **Essential** |

**Disclosure level**

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

**Work type**

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