

Library Assistant	Range 3	<p>Deliver a broad range of frontline customer service activities for library and other council services and respond to customer enquiries from a diverse range of residents and visitors across a range of formats</p> <p>Deliver a range of public events for all ages and groups within Libraries and Community Hubs to further reader development and service engagement.</p> <p>Work with children, young people, schools, Medway Council departments and other stakeholders/stakeholder groups on a regular basis</p> <p>Levy fees and charges from the public and carry out banking and other financial processes with a high degree of accuracy</p> <p>Publicise and actively promote library services and stock, make recommendations to senior staff on service development opportunities</p> <p>Support library customers in using library services including but not limited to library ICT, e-resources, physical stock and online services</p> <p>Support the Library Manager in the execution of their duties as required; this may include deputising for them on occasion and providing training and development to</p>	<p>Requirements at this level:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • A good standard of general education with a minimum of 5 GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9 <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of library resources, including book stock, Audiovisual, applications and support services. • Knowledge of the range of council services available through Community Hubs and libraries <p>Experience</p> <ul style="list-style-type: none"> • Experience working as part of a team • Experience of working in a library or other customer led environment (e.g. retail, doctors' surgery, hospitality) • Experience in handling cash and/or card payments for customer transactions <p>Skills</p> <ul style="list-style-type: none"> • Proficient in the use of Microsoft Word, Teams, Excel and Outlook • Able to complete a range of tasks with a high degree of accuracy such as data entry and mathematical calculations • Good problem solving and prioritisation skills • Able to work with minimal supervision, referring to a manager as required. • Able to communicate clearly and effectively with a range of audiences using a variety of communication methods. • Adopts a positive, enthusiastic approach to customer service 	<p>Requirements at this level in addition to level A:</p> <p>Qualifications</p> <ul style="list-style-type: none"> • Continued CPD to support service delivery and expansion <p>Knowledge</p> <ul style="list-style-type: none"> • In-depth knowledge of library/community hub customer base • In-depth knowledge of council resources/services offered within libraries and community hubs • Knowledge of supplementary library services including e-resources, outreach functions and partner services • Knowledge of borrower trends within public libraries. • In-depth knowledge of library stock across a range of genres <p>Experience</p> <ul style="list-style-type: none"> • Experience of leading engagement activities for customers • Experience of participating and promoting key library initiatives such as Summer Reading Challenge and World Book Day • Experience of working out of hours library events such as lectures, festivals and hosted performances <p>Skills</p> <ul style="list-style-type: none"> • Able to deliver a range of library events, including child events, as the lead officer • Able to carry out essential back office processes such as banking, stock checks, topic box selection, HLS selection, statistical returns • Able to create effective and engaging stock displays • Able to build effective rapport with a wide range of customers • Adopts a positive, enthusiastic approach to customer service • Actively reviews and reflects on own work output and identifies areas for growth and development 	<p>Requirements at this level in addition to level A and B:</p> <p>Qualifications</p> <p>Knowledge</p> <ul style="list-style-type: none"> • Knowledge of library aims, outcomes and targets on a local and national basis • Knowledge of Medway Council corporate priorities and the role libraries and community hubs play in achieving these. • In-depth knowledge of library stock across a range of genres and formats <p>Experience</p> <ul style="list-style-type: none"> • Experienced in undertaking one or more of the following roles within a library or community hub: <ul style="list-style-type: none"> Stock Champion Children's Champion Digital Champion Community Engagement Champion Staff Forum rep Project team participant Social Media team participant • Experience in buddying and training new starters • Experience acting as an effective shift duty manager within a library or community hub <p>Skills</p> <ul style="list-style-type: none"> • Able to effectively deputise for the Library Manager in their absence • Able to communicate sensitive or contentious information effectively to a range of audiences • Able to analyse trends relating to library usage and make recommendations to managers and librarians on opportunities to develop services • Able to provide training, support and guidance to colleagues at all levels. • Able to co-ordinate and monitor the work of casual library assistants and volunteers as required • Adopts a proactive, positive, enthusiastic approach to customer service, anticipating
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		<p>new or less experienced staff.</p> <p>Act as keyholder within designated libraries with responsibility for securing these premises at appointed times</p>	<ul style="list-style-type: none"> • Able to create an inclusive environment where library users feel a sense of belonging regardless of background. • Able to effectively use a range of non-library software applications such as Jadu/Lagan 	<ul style="list-style-type: none"> • Seeks out opportunities for additional training and development • Proactively offers support to colleagues with day-to-day duties 	<p>customer need and acting beyond main scope of role to assist customers</p> <ul style="list-style-type: none"> • Actively reviews and reflects on work output of the team and identifies opportunities for service improvement • Actively seeks out opportunities for growth, development and skills improvement • Prioritises customer experience improvement, identifying ways to improve service offers and making recommendations to senior officers for implementation
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