

## Job Description

Job title	Casual Library Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 3
Reports to	Branch Manager (Libraries)

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### Main purpose of the job:

Work as part of a team to deliver library and council services to Medway residents and visitors. To contribute to the day-to-day running of libraries and community hubs including responding to customer enquiries, delivering events, managing stock and levying charges for a range of services. To actively promote available services within libraries, archives and the wider council to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

### Accountabilities and outcomes:

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 in order to ensure that residents and visitors can access services and engage with the council effectively and with a consistent level of customer service.

Deliver a range of public events for all ages and groups within Libraries and Community Hubs to further reader development and service engagement.

Work with children, young people, schools, Medway Council departments and other stakeholders/stakeholder groups on a regular basis to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity.

Levy fees and charges from the public and carry out banking and other financial processes with a high degree of accuracy in order to ensure that payments for council services are rendered accurately and correctly.

Publicise and actively promote library services and stock in order to promote service engagement and reader development.

Support library customers in using library services including but not limited to library ICT, e-resources, physical stock and online services in order to ensure customers can make full use of library resources.

Support Branch Managers (Libraries) in the execution of their duties as required in order to ensure the effective operation of the library service.

Act as keyholder within libraries with responsibility for securing these premises at appointed times in order to ensure the security of Medway's libraries and community hubs.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

### Organisation:

This role reports to the Branch Manager (Libraries)

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

## Working Style:

FIXED - The post holder's working hours will be completed within Medway's Libraries and Community Hubs, although they may be expected to work at any location across Medway.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- 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

#### Level B (in addition)

- Continued CPD to support service delivery and expansion

#### Level C (in addition)

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### Knowledge

#### Level A

- Knowledge of a range of library resources, including book stock, Audiovisual, applications and support services.
- Knowledge of the range of council services available through Community Hubs and libraries

#### Level B (in addition)

- In-depth knowledge of library customer base
- In-depth knowledge of council services offered through Community Hubs and libraries
- Knowledge of supplementary library services including e-resources, outreach functions and partner services
- Knowledge of borrower trends within public libraries
- Knowledge of library stock across a range of genres

#### Level C (in addition)

- 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
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### Experience

#### Level A

- 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

#### Level B (in addition)

- Experience of providing full range of Community Hub services including operation of non-library IT programs such as Jadu/Lagan
- Experience of working in a range of Community Hubs and Libraries
- Experience of working out of hours library events such as lectures, festivals and hosted performances

### Level C (in addition)

- Experience of working in a wide range of Community Hubs and Libraries covering a wide range of service points and roles
  - Experience of providing keyholder cover for Community Hubs and Libraries
  - Experience of working in off-site/outreach service settings such as school visits/mobile library/external events
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## Skills

### Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Able to complete a range of tasks with a high degree of accuracy such as data entry, mathematical calculations and cash/card payment handling
- Able to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans
- 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.
- Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands.
- Able to create an inclusive environment where library users feel a sense of belonging regardless of background.

### Level B (in addition)

- Able to assist with the delivery of library specific events
- Able to make informed stock recommendations for customers within a specific genre/age profile
- Able to deliver a range of library events including child events as the support officer
- Adopts a positive, enthusiastic approach to customer service
- Actively reviews and reflects on own work output and identifies areas for growth and development
- Proactively offers support to colleagues with day-to-day duties.

### Level C (in addition)

- Able to carry out essential back office processes such as banking, stock checks, topic box selection, HLS selection
- Able to make informed stock recommendations for customers of all ages across a wide range of genres/stock types
- Able to deliver a range of library events including early years events as the lead officer
- Able to provide training, support and guidance to colleagues at all levels
- Adopts a proactive, positive, enthusiastic approach to customer service, anticipating customer need and acting beyond main scope of role to assist customers
- 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>