

Job Description

Job title	Library Assistant (Prisons)
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 3
Reports to	Prison Librarian

Main purpose of the job:

Work as part of a team to deliver library services to prisoners within HMP Rochester/HMYOI Cookham Wood. To contribute to the day-to-day running of prison libraries including responding to customer enquiries, assisting with events and managing stock. To actively promote available services within prison libraries to 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:

Operate the prison library services with the guidance of the Prison Librarian and in accordance with the terms of the relevant Service Level Agreement. This may include substituting for the Prison Librarian as required.

Respond to customer enquiries and offer a polite, helpful and efficient service to customers at all times to ensure customers receive a consistently high standard of care when accessing library services

Manage a range of library stock including reserving, issuing, discharging, shelving, displaying and repairing items as required to ensure that customers receive a high quality service.

Maintain accurate borrower records using the library management system in order to ensure that stock loss is minimised, library resources are accounted for and customers can make full use of the library.

Contribute to the recovery of overdue items and other stock from transferring prisoners in co-operation with Wing Officers

Maintain the library to levels set down in the appropriate Quality Standards in order to ensure compliance with the prison Service Level Agreement. This may include analysing and reporting on statistical and qualitative data relating to prison library services and making recommendations for improvement.

Act in accordance with all safety, security and procedural requirements laid out by the prison service in order to ensure legal compliance. This will include working collaboratively and maintaining professional working relationships with other stakeholders.

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 Prison Librarian

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 will be permanently based at HMP Rochester/HMP Cookham Wood, 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)

- Continued CPD to support service delivery and expansion
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Knowledge

Level A

- Knowledge of library resources, including book stock, Audiovisual, applications and support services.
- An understanding of the role and importance of prison library services.
- An understanding of the duty of care required towards prisoners
- An awareness of confidentiality, GDPR Legislation and Data Protection procedures.
- An awareness of equality, diversity and inclusion

Level B (in addition)

- In-depth knowledge of prison library customer base
- In-depth knowledge of prison library resources including legal texts available to prisoners
- Knowledge of prison security and transit arrangements
- Knowledge of borrower trends within prison and public libraries.

Level C (in addition)

- Knowledge of prison library aims, outcomes and targets on a local and national basis
 - Knowledge of prison education aims and the role libraries play in achieving these.
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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)

Level B (in addition)

- Experience of working within a prison environment, including provision of stock to wings/segregation units
- Experience working with external partners and other prison services within the library space
- Experience in making recommendations for stock acquisition to the Prison Librarian

Level C (in addition)

- Experience of substituting for the Prison Librarian in quality improvement group meetings and in reporting to prison staff
 - Experience of selecting and ordering stock for prison library catalogue
 - Experience of leading engagement activity for prison library and partner initiatives
 - Experience of supervising/setting the work of prison library orderlies on a regular basis (where orderlies are appointed)
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Able to complete a range of administrative 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.
- Able to create an inclusive environment where library users feel a sense of belonging regardless of background.
- Capable of handling high work-related pressure, such as deadlines, interruptions, or conflicting demands.
- Good customer service skills

Level B (in addition)

- Able to work confidently without supervision within a prison library environment
- Able to identify gaps in library service provision and formulate suggestions to meet these.
- Able to process and interpret statistical data relating to prison library services
- Adopts a positive, enthusiastic approach to customer service
- Actively reviews and reflects on own work output and identifies areas for growth and development
- Seeks out opportunities for additional training and development
- Proactively offers support to colleagues with day-to-day duties
- Able to effectively de-escalate situations within a prison environment and adapt to difficult environments

Level C (in addition)

- Able to effectively substitute for the Prison Librarian to present performance information at Quality Improvement Group meetings
- Able to communicate sensitive or contentious information or change proposals effectively to a range of audiences
- Able to analyse and report on statistical and qualitative data relating to prison library services and make recommendations on the development of services
- Adopts a proactive, positive, enthusiastic approach to customer service, anticipating customer need and acting beyond main scope of role to assist customers
- Actively reviews and reflects on work output 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

