Job Description

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

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 the Library Manager in the execution of their duties as required in order to ensure the effective operation of the library service.

Act as keyholder within designated 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 Library Manager)

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 Wigmore Library 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)

Knowledge

Level A

- 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

Level B (in addition)

- 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

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 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

Level C (in addition)

• Experienced in undertaking one or more of the following roles within a library or community hub:

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

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Skills

Level A

- 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
- 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

Level B (in addition)

- 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
- Seeks out opportunities for additional training and development
- Proactively offers support to colleagues with day-to-day duties

Level C (in addition)

- 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 customer need and acting beyond main scope of role to assist customers
- 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