Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title: Prison Library Assistant** | **Director/Service/Sector: Place – Culture ,Leisure & Tourism** | **Office Use** |
| **Band: 3** | **Workplace: Relevant Prison Library.** | **JE ref: 749****HRMS ref:** |
| **Responsible to: Prison Librarian.** | **Date: June** **2009** | **Manager Lever: N/A** |
| **Job Purpose:** To organise support systems in the Prison Library, in order to provide a high quality service to users.  |
| **Resources** | Staff |  |
| Finance |  |
| Physical | Ensuring any data is input and maintained accurately.Careful use of allocated tools, equipment and facilities. |
| Clients | Clients of the Prison Service. |
| **Duties and key result areas:**1. To represent the library service in day-to-day contacts with customers of all ages, in a friendly and efficient manner, presenting a positive image of the service.
2. To carry out library operations connected with the loan and return of stock, including recording of statistics, enrolment of members, overdue procedure and records of library holdings and be proactive in ensuring that the information recorded is accurate.
3. To continually review, develop and improve systems, processes and services, in support of the Council’s pursuit of excellence in service delivery.
4. To assist with the smooth and efficient daily operation of library frontline and support services.
5. To abide by the security regulations of the prison establishment.
6. To be familiar with the stock, its organisation and presentation in order to assist and encourage customers to use library facilities and services.
7. To provide quality services that comply with customers want and need and act on feedback received. To work with and assist customers to achieve their needs. To feedback to manager as necessary.
8. To participate in Reader Development and library promotional activities, for all parties and provide user education, as appropriate, to enable individuals to use the library.
9. To assist with the fulfilment of stock management processes including overdues’, requests, stock presentation and the receipt and preparation of new stock.
10. To participate in the resolution of customer enquiries, being proactive in ensuring the information being used is accurate
11. To use IT skills, such as opening e mails, printing, storing and retrieving information and basic trouble-shooting.
12. To assist with the general administrative and clerical routines.
13. To undertake relief duties, as required.
14. To take reasonable care for own health and safety, for that of library customers and for other persons who may be affected by ones actions and omissions at work.
15. To participate in the identification of personal training and development needs and to make full use of training and development opportunities.
16. To ensure the building is secure and any maintenance issues reported.
17. To respect the Council’s Equality & Diversity Policy and be responsible for promoting and participating in the achievement of the Directorate Equality & Diversity Action Plan.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns: Working conditions: | Minimal travel required.Designated hours of service provision, which may vary, dependent on particular circumstances.Office based but to understand the need for security within the prison and abide by any prison regulations. |

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**PERSON SPECIFICATION**

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| **Post Title: Prison Library Assistant** | **Director/Service/Sector:** Place Group – Leisure, Culture and Tourism.  | **Ref**: 749 |
| **Essential** | **Desirable** | **Assess by** |
| **Knowledge and Qualifications** |
| * A sound working knowledge of the procedural and practical issues relating to library services.
* Knowledge of and enthusiasm for books and reading.
* Computer literacy and knowledge of library management systems e.g. Alice.
* An awareness of services provided by public libraries.
* Relate effectively to a wide range of people.
* Work as part of a team.
* Willing to undertake appropriate training.
 | * A minimum of 2 GCSE (A-C grade or equivalent) including English Language or Literature, or GNVQ Level 2 in a related subject.
* ECDL, or equivalent
* To have used public libraries on a regular basis.
 | Application A, BSight of original certificates A, BInterview |
| **Experience** |
| * Working face-to-face with the general public.
 | * Experience of working in a library.
* Preparing displays and using information sources.
 | Testing BApplication A, B C, D, E, F, GReference A, BInterview |
| **Skills and competencies** |
| * IT literate
* Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources
* Communicates well, both orally and in writing and work directly with a demanding public.
* Relate effectively to a wide range of people.
* Ability to ensure tasks are completed to time and standard
* Able to work methodically
* Skills in language, arithmetic and filing.
* Work effectively under pressure and as part of a team.
 | * Negotiation skills
* Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone
 | Application AInterview B, C, D, E, FTesting AInterview |
| **Physical, mental and emotional demands** |
| * Good verbal communication skills.
* Must be able to work as part of a team
* Enthusiastic and committed
* Proactive approach to problem solving and customer care
* Ability to work calmly and accurately under pressure
* Flexible approach
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| **Motivation** |
| * Dependable, reliable and good time keeper.
* Commitment to provision of high quality customer care.
* Willingness to adapt to changes and developments.
* Encourages and displays high standards of honesty, integrity, openness and respect for others.
* Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued.
* Proactive and achievement orientated
* A positive and pleasant approach to all customers, including children and young people, elderly people and those with disabilities.
 |  | ApplicationInterview: A, B, C, D, E. F |
| **Other** |
| * Flexible working as determined by the requirements of the service. Saturday and evening working may be required.
* Ability to meet the physical requirements of the post.
* Ability to meet the transport requirements of the post.
 |  | Interview A, B |