

Northumberland County Council
JOB DESCRIPTION

Post Title:	Library Assistant	Director/Service/Sector: Corporate Resources		Office Use
Band:	3	Workplace: Libraries throughout Northumberland		JE ref: 3317
Responsible to: Senior Library Assistant		Date: May 2010	Manager Lever: N/A	HRMS ref:
Job Purpose: To contribute to a high quality service to library customers, working as part of an enthusiastic and motivated team.				
Resources	Staff			
	Finance	Ensuring cash, credit/debit card payments and invoices are correctly attributed to accounts and services.		
	Physical	Ensuring any data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.		
	Clients	Council employees, schools, members of the public, public, private and voluntary sector organisations		
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 assist with the smooth and efficient daily operation of library frontline and support services.				
3. To be familiar with the stock, its organisation and presentation in order to assist and encourage customers to use library facilities and services.				
4. 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.				
5. To participate/deliver in Reader Development and library promotional activities, for both adults and children, as required.				
6. To assist with the fulfilment of stock management processes including overdue, requests, stock presentation and the receipt and preparation of new stock.				
7. To participate in the resolution of customer enquiries in a variety of ways, either in person, telephone or electronic means, being proactive in ensuring the information being used is accurate				
8. To use IT skills, such as opening e mails, printing, storing and retrieving information and basic trouble-shooting.				
9. To assist with the general administrative and clerical routines which includes procedures for handling cash transactions and banking income.				
10. To maintain appropriate records, databases and statistics, as required.				
11. To undertake relief duties at other libraries, as required.				
12. 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.				
13. To participate in the identification of personal training and development needs and to make full use of training and development opportunities.				
14. To ensure the building is secure and any maintenance issues reported, including when no Senior Library assistant on duty.				
15. 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:

Some travel between libraries may be required.
Saturday and evening working may be required.
Office based.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Library Assistant		Director/Service/Sector: Place Group – Leisure, Culture and Tourism.		Ref: 587
Essential		Desirable		Assess by
Knowledge and Qualifications				
<ul style="list-style-type: none">❑ A sound working knowledge of the procedural and practical issues relating to library services.❑ Knowledge of and enthusiasm for books and reading.❑ Computer literacy❑ An awareness of services provided by libraries.❑ Relate effectively to a wide range of people.❑ Work as part of a team.❑ Willing to undertake appropriate training.		<ul style="list-style-type: none">❑ 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, B Sight of original certificates A, B Interview
Experience				
<ul style="list-style-type: none">❑ Working face-to-face with the general public.		<ul style="list-style-type: none">❑ Experience of working in a library.❑ Preparing displays and using information sources.		Testing B Application A, B C, D, E, F, G Reference A, B Interview
Skills and competencies				
<ul style="list-style-type: none">❑ ICT 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.		<ul style="list-style-type: none">❑ Negotiation skills❑ Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone		Application A Interview B, C, D, E, F Testing A Interview
Physical, mental and emotional demands				
<ul style="list-style-type: none">❑ 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				
Motivation				
<ul style="list-style-type: none">❑ Dependable, reliable and good time keeper.				Application

<input type="checkbox"/> Commitment to provision of high quality customer care. <input type="checkbox"/> Willingness to adapt to changes and developments. <input type="checkbox"/> A positive and pleasant approach to all customers, including children and young people, elderly people and those with disabilities.		Interview: A, B, C, D, E. F
Other		
<input type="checkbox"/> Flexible working as determined by the requirements of the service. Saturday and evening working may be required. <input type="checkbox"/> Ability to meet the physical requirements of the post. <input type="checkbox"/> Ability to meet the transport requirements of the post. <input type="checkbox"/> Ability to work at other service points as required.		Interview A, B