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| **Job Description** |
| **Post title** | Learning Resources Assistant |
| **JE Reference No** | N6315 |
| **Grade** | 4 |
| **Service** | Resources |
| **Service Area** | Transformation – Business Support CYPS |
| **Reporting to** | Learning Resources Coordinator |
| **Location** | Your normal place of work will be Sevenhills, Spennymoor However, you may be required to work at any council workplace within County Durham |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be accountable to the Learning Resources Coordinator and will provide a range of duties associated with the services provided by Durham Learning Resources and administrative support for the team

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| **Duties and responsibilities** |

Providing an administrative and clerical support service to the Coordinator and team as directed.

Requisitioning goods, processing and recording of orders and invoices using electronic systems

Developing, maintaining and retrieving data from information systems.

Processing loans materials using specialist IT systems

Providing a high quality customer service response to all users of service

Contributing to a whole team approach in meeting quality and performance targets

Assisting with selecting materials for delivery, checking in and shelving returned items.

Assisting with monitoring stock levels, selecting materials for purchase and processing stock for loans and sales following agreed stock selection policy.

Assisting with marketing and promotion of the service.

Assisting with planning, promotion and delivery of events and activities.

Supervision of support/casual staff as required

A commitment to continuous professional development

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * BTEC National in Public Administration; or
* NVQ 3 Business Administration or equivalent in a relevant subject
 | * ECDL or equivalent
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| Experience | * Use of IT systems
* Customer service
* Provision of administrative support services
 | * Library/loans experience
* Promotion and marketing
* Stock processing
* Working with schools
* Facilitating events and activities
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| Skills & Knowledge | * Ability to prioritise a varied workload
* Excellent keyboard skills
* Computer literacy
* Good time management and organisational skills.
* Effective communication skills (both oral/written)
* Team worker
* Use of word and excel
 | * Minute taking
* Knowledge of the functions of a library service
* Use of Oracle
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| Personal Qualities | * Commitment
* Flexible approach to work
* Initiative
* Discretion and confidentiality
* Problem-solving
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