

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>DIRECTORATE:</b>		<b>The Environment, Culture, Leisure and Events</b>	
<b>SERVICE AREA:</b>		<b>Library and Information Services</b>	
<b>JOB TITLE</b>		Apprentice Library & Information Assistant	
<b>REPORTING TO:</b>		Branch Librarian	
<b>APPRENTICESHIP QUALIFICATION</b>		Libraries, Information & Archive Services Assistant – Level 3	
<b>APPRENTICESHIP DURATION:</b>		21 months	
<b>1.</b>	<b>JOB SUMMARY:</b>		
	<p>To assist in the day to day running of the Library Service, supporting the delivery of a wide range of agendas which place the library service at the heart of our communities.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience, develop your skills, knowledge and experience in all aspects of Library and Information work</p>		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1	To assist with a range of duties associated with the delivery of the library service e.g. issuing/receipting of stock, undertaking repairs, enrolling new members, dealing with enquiries for information, tidying library areas, local history enquiries	
	2	To assist in delivering events organised by the Library Service and partners promoting the Library service to communities across the borough, e.g. class visits, parents' evenings, festivals, social groups, and health sessions	
	3	To develop a knowledge of books and literature and utilise this to engage with customers, dealing with enquiries and offering suggestions when required	
	4	To develop a knowledge and understanding of information, advice and guidance skills using a variety of resources available, assisting with research such as family/local history when required	
	5	To develop a knowledge of the key agendas that the library service is working towards and participate in any service delivery changes/ events that are part of these agendas, e.g. Health, Reading, Digital, Information and Bookstart	
	6	To develop a knowledge of Library Service ICT, utilising this knowledge to deal with enquiries and support the delivery of short IT courses to the users of the service e.g. Ancestry.com, setting up an e-mail account, homework sessions, job seeking and business support sessions	
	7	To assist with complaints/commendations in the first instance seeking advice from a senior staff member when necessary, adhering to the corporate system.	
	8	To work within agreed quality and innovation standards	

	9	To handle cash where required and assist in carrying out financial routines e.g. counting of daily	
	10	To undertake any training that is deemed necessary to meet the duties and responsibilities of the post via internal/external providers, including occasional and regular timetabled sessions required to complete the Apprenticeship process.	
	11	To assist in the updating of performances figures and provide information in relation to such figures when requested by the Library Management Team	
	12	To work as required in any library or department of the library service.	
<b>3</b>	<b>GENERAL</b>  <b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder  <b>Workforce Culture and supporting behaviours and Code of Conduct</b> – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.  <b>Shaping a Brighter Future</b> – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.  <b>Personal Development</b> – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development  <b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council  <b>Policies and Procedures</b> – The post holder is required to adhere to all Council Policies and Procedures.  <b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.  <b>Safeguarding</b> – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.		
	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Job Description written by (Manager)	.....	.....	.....
Job Description agreed by (Apprentice)	.....	.....	.....

Job Description dated: May 2021

### PERSON SPECIFICATION

Job Title	<b>Apprentice Library &amp; Information Services Assistant</b>	
Directorate / Service Area	<b>The Environment, Culture, Leisure &amp; Events</b>	<b>Library and Information Services</b>

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
<b>Qualifications</b>	<p>Minimum 4 GCSEs or equivalent Level 2 qualification Grades C/4 which <b>must</b> include Maths and English</p> <p>ICT Qualification - i.e. ECDL or equivalent</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as the apprenticeship or in a similar subject</p>		Application form
<b>Experience</b>		<p>Previous library work or experience of working with the public</p> <p>Knowledge of books, information, and different formats</p>	Application / Interview
<b>Knowledge &amp; Skills</b>	<p>The ability to converse at ease with members of the public and provide advice in accurate spoken English</p> <p>The ability to communicate effectively both orally and in writing</p>		Application / Interview

	<p>IT Skills and ability to use Microsoft Office e.g. Word and Excel, and internet searching and retrieval skills and ability to use e-mail</p> <p>Excellent interpersonal skills</p> <p>Able to work effectively in a team, follow direction and work independently</p> <p>Methodical and organised with good attention to detail</p> <p>Ability to relate to a diverse range of people</p>		
<b>Specific behaviours relevant to the post</b>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to excellent customer service</p> <p>Outgoing/friendly</p> <p>Flexible and adaptable</p>		Application / Interview
<b>Other requirements</b>			Application / Interview

Person Specification dated

May 2021