

JOB DESCRIPTION

Post Title: Library and Information Assistant		Director/Service/Sector HR & OD– Cultural Services		Office Use
Grade: Band 3		Workplace: Libraries in the County		JE ref: 3819
Responsible to: Senior Library Assistant *		Date: March 2021	Manager Level n/a	HRMS ref:
Job Purpose: To assist in the promotion and delivery of a comprehensive and efficient library and information service to residents and visitors in Northumberland by maintaining the day to day operations on site; acting as the first point of contact, maintaining a high level of customer care and undertaking a range of tasks that support the delivery of a quality service.				
Resources	Staff	None.		
	Finance	Some responsibility for handling cash and card payments, recording sales and maintaining stock records.		
	Physical	Use of PC and entering of data into systems. Use of a cash till and other payment taking resources. Stock handling, use of allocated tools, equipment and resources.		
	Clients	Residents, visitors, council colleagues and representatives from local businesses and organisations.		
Duties and key result areas: <div><div>1.</div><div>The smooth and efficient daily operation of frontline activities, engaging positively with customers to identify customer needs</div></div> <div><div>2.</div><div>Be familiar with library stock, its organisation, presentation and maintenance and use this knowledge in order to encourage customers to use library resources</div></div> <div><div>3.</div><div>Encourage and support customers to use self-service technologies</div></div> <div><div>4.</div><div>Proactively support customers in using basic internet and other computer applications</div></div> <div><div>5.</div><div>Use the resources available to direct visitors and residents to local attractions and amenities, maintaining awareness of events and community activities in the area</div></div> <div><div>6.</div><div>Assist customers face to face, by telephone and email, answering all enquiries in a friendly and efficient manner, using the information resources available with confidence, signposting to other services as needed</div></div> <div><div>7.</div><div>Use electronic systems, updating information on these systems as required</div></div> <div><div>8.</div><div>Contribute to the creation and delivery of events and activities to promote the service to all ages, working alongside, and supporting, volunteers when necessary</div></div> <div><div>9.</div><div>Attend relevant events to assist in promoting the service</div></div> <div><div>10.</div><div>Develop and maintain effective and constructive relationships with immediate colleagues and external partners, in order to deliver high quality services.</div></div> <div><div>11.</div><div>Carry out cash reconciliation and banking processes as required</div></div> <div><div>12.</div><div>Carry out general administrative work to support the operations of the library, including recording data and assisting in the production of timely and accurate management information, e.g. statistics, performance information, customer feedback</div></div> <div><div>13.</div><div>Maintain appropriate work records, to the required service standards</div></div> <div><div>14.</div><div>Maintain personal development, training and awareness appropriate to the level of responsibility of the post</div></div> <div><div>15.</div><div>Be aware of individual responsibilities in relation to Health and Safety and carry out routine checks as required</div></div> <div><div>16.</div><div>Other duties appropriate to the nature, level and grade of the post</div></div>				
Work Arrangements				
Transport requirements:		Travel to other work sites may be a feature of the role. Travel to training venues may also be required.		
Working patterns:		Hours and times of work can vary from time to time (with notice) but will include evening, weekend and bank holiday working.		
Working conditions:		Lone working conditions can apply and staff should be aware of the lone working policy.		

PERSON SPECIFICATION

Post Title Library and Information Assistant	Director/Service/Sector: – HR& OD Cultural Services	Ref:3819
Essential	Desirable	Assess by
Qualifications and Knowledge		
Good level of general education including GCSE qualifications to grade C or above, or equivalent qualification	Qualification in a related discipline e.g. NVQ in Tourism, ICT or Customer Care qualification or equivalent demonstrable skill	A
Good standard of literacy and numeracy skills		I
Knowledge of library services from a user's or staff perspective	A sound geographical and general knowledge of Northumberland	R
Knowledge of and enthusiasm for books and reading	Knowledge of specific systems e.g. spydus	
Experience		
Recent experience in a customer focussed area of work, in either a paid or voluntary role e.g. retail environment	Experience of using a variety of IT applications Experience of preparing displays Experience of using information sources Experience of working in a library or visitor environment Experience of working with or as a volunteer	A
Experience of teamworking		I
Experience in use of Microsoft 365 or similar system; internet search and retrieval skills and email		
Skills and competencies		
Excellent customer care skills Ability to contribute to successful teamwork Good communicator, both orally and in writing, with ability to empathise with and enjoy helping people of all ages, abilities and cultures Able to work directly with a potentially demanding public Effective IT skills and ability to understand the use of ITC to achieve work objectives. Numerate with ability to compile statistics.	Negotiation skills	A
		I
		R
Physical, mental and emotional demands		
Works from a standing and seated position with some need to walk, bend or carry items. A great deal of contact with the public on a daily basis needing a pleasant and courteous manner at all times Dependable, reliable and a good timekeeper. May be required to work alone for extended periods. Able to work calmly and accurately under pressure		A
		I
		R
Motivation		
Displays and encourages high standards of honesty, integrity, openness and respect for others. Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued. Willing to be a passionate champion for Northumberland as a place to visit, live, work and invest. Willingness to undertake training and evidence of ongoing continuous personal development		A
		I

Other		
Flexible working as determined by the requirements of the service		A I
Evening, weekend and bank holiday work will be required		
Ability to work at other locations in Northumberland within reasonable distance as required		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits