

Job Description

Job Role: Library Assistant

Service Libraries

Role Structure	Library Assistant
Directorate:	Community Wellbeing
Grade:	HC04
Location:	Libraries Central
Responsible to:	Supervisor

Main purpose of the role

Key relationships

Internal

Divisions and departments across the local authority, managers and team members and elected members

External

Members of the public and service users, organisations/people/services that provide or have contact with people living in Herefordshire, suppliers and commissioners of services

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Deliver and promote excellent frontline Library Services to the whole community in accordance with all Council and divisional policies and procedures 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Accurately input and update the online information and customer databases, making system amendments and maintaining records Register customers personal data in compliance with security and data protection requirements 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Promote excellent customer service and relate well to all members of the community, including the disadvantaged and socially excluded and people of all age groups Work in a professional manner at all times with people who may be angry or distressed 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Respond to customer enquiries and offer information and advice as appropriate, using all printed and electronic resources, classification systems and personal knowledge, or signpost to third party agencies 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Assist customers with enquiries regarding local and specialised collections 	
<ul style="list-style-type: none"> Deputise for the supervisor and assist with the deployment of resources and take responsibility for the security and maintenance of cash, stock, equipment and premises in the absence of more senior staff 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure effective communication with colleagues and customers and deal with comments and complaints as appropriate and in accordance with existing procedures 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist customers to use the self-service systems: offering support and advice to promote the effective use of new systems and equipment as and when introduced Promote digital channels for Library users 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Investigate and where possible resolve customer complaints in accordance with the authorities standards 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist with the booking of rooms, hire charges and Council or partner bookings 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Promoting all libraries activities and events, partnerships promotions, displays or exhibitions, reading groups and special clients needs 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Accurately calculate charges, issue receipts and cash using a till or cash management system. Undertake cashing up including banking according to the Councils financial procedures 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Accurately issue, renew, reserve, return and relocate all categories of stock, according to their formats and loan periods. Where appropriate resolve/report problems and contribute to improvements of procedures Re-shelving all loan materials in their correct sequence and location and ensure items are maintained in good condition. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure that deliveries and collections are packed, sorted and distributed efficiently using the internal or external systems. Liaise with drivers and volunteers as appropriate 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Undertaking administrative and clerical tasks, processing orders, filing and photocopying documents following all procedures and in accordance with data protection and copyright 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Co-ordinate, organise, participate and promote children's activities, including but not limited to Bounce & Rhyme, Story time, Craft activities, schools or nursery visits 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Maintain a detailed knowledge of a variety of computer systems, applications, legislation, policies and procedures, including liaising with Hoople ICT to keep hardware, software and network systems functioning correctly 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist Reader Services, Stock Services and Delivered Services in projects and areas of work beyond the daily routine 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist with identifying stock weaknesses, suggestions for stock selection, promotions and displays and book/media sales 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Assist with identifying frontline systems weaknesses and how to make improvements, identify frontline systems training needs and make suggestions 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Undertake appropriate project work as agreed with the supervisor 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Provide effective floor walking capability proactively identifying customers requiring support and ensuring an appropriate resolution to their interaction 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure confidentiality of information in respect of records maintained and tasks undertaken in line with agreed policy and relevant legislation. This includes maintaining strict confidentiality in relation to personal information which may become known to you in the course of your work. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> When delegated, support other council staff, volunteers and work experience students during your day to day work 	<ul style="list-style-type: none"> Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> A minimum of 4 GCSE subjects at 4-9/A-C grades (or equivalent) including English Language. Or equivalent knowledge gained by other means 	Essential	A
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of working with customers face to face, on the telephone and online 	Essential	A, I
<ul style="list-style-type: none"> Knowledge of using ICT packages and systems, including updating and extracting information 	Essential	A, I
<ul style="list-style-type: none"> Dealing with customers in a public service environment 	Essential	A, I
<ul style="list-style-type: none"> Experience of cash handling and working with payments systems 	Essential	A, I
<ul style="list-style-type: none"> Experience of resolving customer problems 	Essential	A, I
<ul style="list-style-type: none"> Experience of working positively with a wider team/service 	Essential	A, I
Skills and Abilities		
<ul style="list-style-type: none"> Excellent communication skills 	Essential	A, I
<ul style="list-style-type: none"> Excellent customer care skills when dealing with people who may be angry or distressed with the ability to be firm but tactful 	Essential	A, I

Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to work under pressure and respond flexibly to all situations 	Essential	A, I
<ul style="list-style-type: none"> Strong wiliness to learn and adapt to new situations 	Essential	A, I
<ul style="list-style-type: none"> Ability to shelve and file accurately into numerical/alphabetical sequences 		A, I
<ul style="list-style-type: none"> Ability to access customers' needs 	Essential	A, I
<ul style="list-style-type: none"> Self-motivated, enthusiastic and helpful 	Essential	A, I
<ul style="list-style-type: none"> Committed to own personal development and training 		A, I
<ul style="list-style-type: none"> Work flexible hours including Lone working, evening and weekends 	Essential	A, I
<ul style="list-style-type: none"> Flexibility to work from other county locations 	Essential	A, I
<ul style="list-style-type: none"> Personal awareness of all the councils Health & Safety policies and procedures and to fully co-operate Understand responsibilities in relation to Lone working and safe working Understand and fully co-operate with all manual handling procedures Ability to push loaded book trolleys and lift and shelve books(including above shoulder height and below knee height if required) 	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

