

Northumberland County Council
JOB DESCRIPTION

Post Title: Senior Library Assistant	Director/Service/Sector: Place – Leisure, Culture & Tourism			Office Use
Band: 4	Workplace: Libraries throughout Northumberland			JE ref: 947
Responsible to: Area Library Supervisor	Date: May 2010			HRMS ref:
Job Purpose:				
To assist in the provision of high quality library services.				
Resources	Staff	Library Assistants		
	Finance	Ensuring cash, credit/debit card payments are correctly attributed to accounts and services.		
	Physical	Ensuring any data is input and maintained accurately. Ensuring security and maintenance of buildings and equipment. 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 ensure and support the smooth and efficient daily operation of library frontline services, including security and maintenance of buildings and equipment.				
2. To carry out general library routines, including issuing, discharging and shelving of stock and associated general administrative and clerical routines e.g. orders, cash handling procedures, over-dues, requests, maintenance of records and returns and stock presentation.				
3. To undertake the day to day supervision of staff within the library including allocation of day to day workloads, assisting with training and development and undertaking staff appraisals.				
4. To be familiar with the stock, its organisation and presentation in order to assist and encourage customers to use library facilities and services.				
5. To be actively involved with reader development, user education or promotional activities including delivery of events and activities				
6. To ensure that all customer enquiries are correctly diagnosed and resolved effectively by taking ownership of the enquiry/problem through to a resolution point in a variety of ways, either in person, telephone or electronic means				
7. To ensure all aspects of Health & Safety Legislation is adhered to, including ensuring reasonable care of self, colleagues and customers.				
8. Provide accurate and up to date information, advice and support to assist customers in accessing library or council services.				
9. Receive and account for any payments taken in the library, maintaining appropriate security of cash.				
10. Liaise with internal and external partners to build relationships, solve enquiries and provide feedback on services.				
11. Provide a quality service that complies with what customers want and need. Maintain high standards of customer care at all times and promote a culture of service excellence, including taking cognisance of comments and complaints and acting on feedback given. To work with customers to meet and enhance their needs.				
12. In conjunction with Area Supervisors and Team Leaders, continually review, develop and improve systems, processes and services to actively contribute to the continuous improvement of the service.				
13. To participate in the identification of personal training and development needs and to make full use of all training and development opportunities.				
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: Senior Library Assistant		Director/Service/Sector: Place Group – Leisure, Culture and Tourism.	Ref: 947
Essential		Desirable	Assess by
Knowledge and Qualifications			
☐ A good general education, minimum of 2 GCSE (A to C grade or equivalent), including English Language or Literature, or GNVQ Level 2 in a related subject. ☐ A sound working knowledge of the procedural and practical issues relating to library services. ☐ Knowledge of and enthusiasm for books and reading. ☐ Computer literacy and knowledge of library management systems e.g. GEAC ☐ An awareness of services provided by libraries. ☐ Appreciates the relationship between customer care, cost, quality and performance. ☐ Willing to undertake appropriate training.		☐ GNVQ Customer Care Level 2 ☐ NVQ Library & Information Services Level 3 or equivalent. ☐ ECDL, CLAIT or equivalent ☐ Significant in-house training within a library system.	Application A, B Sight of original certificates A, B Interview
Experience			
☐ Direct contact with the public in a frontline services capacity. Giving help, advice and information. ☐ Proficient in using ICT including word processing, database and spreadsheet packages.		☐ Experience of working in a public library. ☐ Experience of staff supervision	Testing B Application A, B C, D, E, F, G Reference A, B Interview
Skills and competencies			
☐ Is customer focused and responsive in the delivery of service, seeing the service from the customers perspective. ☐ ICT literate ☐ Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources ☐ Communicates clearly, both orally and in writing ☐ Ability to ensure tasks are completed to time and standard ☐ Able to organise own workload and prioritise. ☐ Able to work methodically ☐ Skills in language, arithmetic and filing.		☐ 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			
☐ Excellent verbal communication skills with the ability to facilitate open discussion in order to determine service provision requirements ☐ 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 despite deadlines and evolving priorities		
☐ Flexible approach		
Motivation		
☐ Dependable, reliable and good time keeper.		Application Interview: A, B, C, D, E, F
☐ Encourages and displays high standards of honesty, integrity, openness and respect for others.		
☐ Proactive and achievement orientated		
☐ Works with minimal supervision		
Other		
☐ Flexible working as determined by the requirements of the service.		Interview A, B
☐ Saturday and evening working may be required.		
☐ Ability to meet the physical requirements of the post.		
☐ Ability to meet the transport requirements of the post.		
☐ Ability to work at other service points as required.		