

JOB DESCRIPTION

Post Title: Prison Library Assistant		Director/Service/Sector: HR & OD – Cultural Services		Office Use	
Grade: Band 4		Workplace: Relevant Prison Library.			JE ref: 749
Responsible to: Prison Librarian. 750		Date: August 2020		Manager Lever: N/A	
<p>Job Purpose: To assist in the delivery of a high quality prison library service through the operational day to day delivery to library users.</p> <p>The purpose of the library is to support resident resettlement, rehabilitation and purposeful activity. Focus on improving literacy and reducing other barriers to assist residents in making transition from custody to effective resettlement in the community.</p>					
Resources					
		Staff	No staff but responsible for monitoring residents' behaviour when using or working in prison library		
		Finance	None.		
		Physical	Use of IT to ensure data is input and maintained accurately Handling bookstock including manual transfer on a trolley between buildings on a regular basis Careful use of allocated tools, equipment and facilities		
		Clients	Residents of the Prison Service, prison personnel and colleagues in partner organisations working in the establishment		
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> To represent the library service in day-to-day contacts with a variety of challenging customers of all ages, in a friendly and efficient manner, presenting a positive image of the service. This will include working without a manager presence during the evenings, weekends, and when the manager is working off site. This requires the postholder to exercise initiative and take independent action appropriate to the circumstances that arise. To assist with the smooth and efficient daily operation of library frontline and support services e.g. enrolment, overdue procedures, fulfilment of requests using both manual and computerised systems. To be familiar with the stock, proactive in its receipt, preparation, organisation and presentation in order to assist and encourage customers to use the library facilities and outreach collections. This includes the display and regular exchange of stock between sites to keep the collections refreshed. To abide by the security regulations of the prison establishment, adhering to the local security strategy. Failure to comply is not just a breach of employee discipline but in some cases could be a criminal offence. To follow other specific policies pertinent to the establishment as identified by the provider (currently Sodexo) <p>HMP Northumberland is a category C working and resettlement prison The prison has an operational capacity of 1348. There are two sites within the prison. One which holds 'main' residents and the other for VP (vulnerable prisoners). There is a library on each of these sites as well as the segregation unit and HB14.</p>					

Whilst on duty, to be constantly watchful of residents' behaviour and mindful of your own actions to avoid placing yourself and others at risk. This requires heightened alertness and vigilance at all times.

This duty extends beyond the working hours in terms of refraining from discussing details of employment and the environment, security routines etc.

5. To facilitate Reader Development and library promotional activities for residents and provide user education, as appropriate, to enable individuals to use the library. To promote and encourage reading as an activity in its own right, and support individuals in making reading choices.
6. To assist in the training, planning and supervision of the work of library orderlies, responsible for the monitoring of behaviour and reporting concerns.
7. To continually review, develop and improve systems, processes and services, in support of the Council's pursuit of excellence in service delivery..
8. To participate in the resolution of customer enquiries, using the most appropriate means available within a secure establishment.
9. To assist with general and specialist administrative and clerical routines. Keeping and maintaining confidential records.
10. To take reasonable care for your own health and safety; for that of library customers and for other persons who may be affected by one's actions and omissions at work. To be vigilant to the heightened risks working in this environment. To be mindful of the needs of and work appropriately with residents with poor mental health. To report instances of concern to the prison authorities.
11. To participate in the identification of personal training and development needs and to make full use of training and development opportunities. Mandatory training will include personal protection training.
12. To ensure the building is secure and any maintenance issues reported. Having responsibility for prison keys, the unlocking and locking of multiple security gates. Responsible for the security of library premises.

13. To respect the Council's Equality & Diversity Policy and be responsible for promoting and participating in the achievement of the Directorate Equality & Diversity Action Plan.

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:	Minimal travel required.
Working patterns:	Designated hours of service provision, which may vary, dependent on particular circumstances, but includes evenings and weekends.
Working conditions:	<p>Office based but being aware at all times of the nature of the prison environment and working appropriately within Prison Service procedures and guidelines. Heightened awareness of and dynamic assessment of risk on an ongoing basis</p> <p>Willingness to have mandatory Hep B injection</p> <p>Awareness of potential exposure to harmful substances and appropriate action required.</p> <p>Need to regularly transport stock on a trolley between library buildings regardless of the weather.</p> <p>When using main thoroughfares, you will be in direct contact with unsupervised residents</p>

PERSON SPECIFICATION

Post Title: Prison Library Assistant	Director/Service/Sector: HR & OD - Cultural Services	Ref: 749
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> <input type="checkbox"/> Knowledge of and enthusiasm for books and reading. <input type="checkbox"/> Computer literacy <input type="checkbox"/> An awareness of the services provided by public libraries <input type="checkbox"/> Awareness of different health and safety regimes. 	<ul style="list-style-type: none"> <input type="checkbox"/> A minimum of 2 GCSE (A-C grade or equivalent) including English Language or Literature, or GNVQ Level 2 in a related subject. <input type="checkbox"/> ECDL, or equivalent <input type="checkbox"/> A sound working knowledge of the procedural and practical issues relating to library services. <input type="checkbox"/> Knowledge of security procedures 	Application A, B Sight of original certificates A, B Interview
Experience		
<ul style="list-style-type: none"> <input type="checkbox"/> Working face-to-face with the general public. <input type="checkbox"/> Relating effectively to a wide range of people. <input type="checkbox"/> Working well as part of a team 	<ul style="list-style-type: none"> <input type="checkbox"/> Experience of working in a library or of having used libraries on a regular basis <input type="checkbox"/> Preparing displays <input type="checkbox"/> Using information sources. <input type="checkbox"/> Knowledge of library management systems <input type="checkbox"/> Experience of working in a security restricted environment 	Testing B Application A, B C, D, E, F, G Reference A, B Interview
Skills and competencies		
<ul style="list-style-type: none"> <input type="checkbox"/> Ability to work on own initiative and work unsupervised regularly <input type="checkbox"/> Ability to work effectively as part of a team <input type="checkbox"/> Able to communicate well, both orally and in writing <input type="checkbox"/> Ability to ensure tasks are completed to time and standard <input type="checkbox"/> Able to work methodically under pressure. <input type="checkbox"/> Skills in language, arithmetic and filing. <input type="checkbox"/> IT literate to standard to achieve work objectives <input type="checkbox"/> Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources 	<ul style="list-style-type: none"> <input type="checkbox"/> Negotiation skills <input type="checkbox"/> 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		

<ul style="list-style-type: none"> <input type="checkbox"/> Excellent verbal communication skills. <input type="checkbox"/> Must be able to work as part of a team <input type="checkbox"/> Enthusiastic and committed <input type="checkbox"/> Proactive approach to problem solving and customer care <input type="checkbox"/> Ability to work calmly and accurately under pressure <input type="checkbox"/> Flexible approach <input type="checkbox"/> Willingness to have hepB injection (compulsory) <input type="checkbox"/> Failure to abide by prison regulations could lead to dismissal or custodial sentence. <input type="checkbox"/> Ability to cope with challenging, confrontational and difficult behaviour at times 	<ul style="list-style-type: none"> <input type="checkbox"/> Resilient to flag early warning of ACT <input type="checkbox"/> Resilient to accommodate sudden changes in prison requirements to support changes in routine 	
---	--	--

Motivation

<ul style="list-style-type: none"> <input type="checkbox"/> Dependable, reliable and good time keeper. <input type="checkbox"/> Commitment to provision of high quality customer care. <input type="checkbox"/> Willingness to adapt to changes and developments. <input type="checkbox"/> Willing to undertake appropriate training. <input type="checkbox"/> Encourages and displays high standards of honesty, integrity, openness and respect for others. <input type="checkbox"/> Helps managers create a positive work culture in which diverse individual contributions and perspectives are valued. <input type="checkbox"/> Proactive and achievement orientated <input type="checkbox"/> A positive and pleasant approach to all customers <input type="checkbox"/> Ability to remain alert at all times and concentrate for lengthy periods 		<p>Application Interview: A, B, C, D, E, F</p>
---	--	--

Other

<ul style="list-style-type: none"> <input type="checkbox"/> Flexible working as determined by the requirements of the service. Saturday and evening working required. <input type="checkbox"/> Ability to meet the physical requirements of the post. <input type="checkbox"/> Ability to meet the transport requirements of the post. 		<p>Interview A, B</p>
---	--	-----------------------