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| **Job Description** | |
| **Post title** | Library Assistant |
| **JE Reference No** | N7509 |
| **Grade** | 4 |
| **Service** | Regeneration and Local Services |
| **Service Area** | Culture and Sport |
| **Reporting to** | The post holder will be accountable to the Library Operations/Duty Officer |
| **Location** | Your normal place of work will be a designated Library within County Durham. However, you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** Other Library Assistants.

**Work with:** Across all Council Service Groupings.

**Responsible for:** Day to day operation, security and administration of a library.

**Responsive to:** Customers, community groups, statutory and non-statutory organisations and funding partners.

* Assistance in the delivery of a comprehensive range of libraries and public information services
* To deputise for the Duty Officer in his/her absence.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Issue and return of books and non-book material to the library.
* Maintenance of book stock and other materials in a clean and tidy condition.
* Maintenance of appropriate records, databases and statistics as required.
* Assisting with cash handling, banking and maintenance of records.
* Maintenance of high standards of customer care and services for County Durham residents and visitors.
* Dealing with readers’ requests and enquiries.
* Providing assistance in use of equipment/materials when requested.
* Assisting with promotional events and activities.
* Assisting in the security of the premises when required.
* Undertaking relief duties at other libraries (within a reasonable travelling distance) when necessary.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal change to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification Library Assistant | | |
|  | Essential | Desirable |
| Qualifications | Minimum of 4 GCSE or GCE 'O' levels (minimum A-C or equivalent) or CSE (Grade 1 only), including English Language or Literature, or GNVQ Intermediate level or NVQ Level 2 in a related subject. |  |
| Experience | Evidence of working with the public.  Experience of using IT applications.  Dealing with customer enquiries. | Experience of filing and maintenance of records. |
| Skills & Knowledge | Good interpersonal and communication skills.  Ability to assist and support customers.  Ability to work as part of a team.  The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post | Clerical skills.  Understanding of information technology applications.  Ability to work unsupervised. |
| Personal Qualities | Customer focused approach  Enjoy working with people.  Interest in books and reading. |  |