**Job Description**

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| **Job title** | Library Engagement Assistant Apprentice |
| **Grade** | Apprentice |
| **Service/Team** | Culture & Events, Libraries Services |
| **Main purpose of job** | 1. To proactively engage and promote all areas of Libraries Services to increase participation and engagement. 2. Deliver a broad range of activities linked to the public library universal offers i.e. digital, information, reading, learning, health and culture. |
| **Key responsibilities** | 1. Build a good knowledge of the benefits of the public library universal offers and the city’s broader cultural offer. 2. Support people to make the most of what is available to them (helping people to help themselves) 3. Participate in the planning, organising and delivery of events and activities, examples might include rhyme time, story times, school visits, holiday reading schemes, author events, coding clubs, introductory sessions for digital resources. |
| **Key tasks** | 1. Look for ways to promote different stock and services to customers. 2. Offer a warm welcome to all visitors, ensuring the highest standards of customer care at all times, providing quality information and signposting. 3. Deliver excellent customer satisfaction, responding in an effective and timely manner to day to day operational enquiries and requests, escalating where necessary, to ensure customer expectations are met. 4. Use the Library Management System to maintain and update membership records, run catalogue searches. 5. Support customers in the use of self-service systems, the library app, e-books, and e-magazines. 6. Assist customers with ICT requirements, e.g. internet searches, e-mail, word processing, social media, printing, scanning. 7. Undertake everyday clerical tasks and procedures. 8. Shelve new and returned items of stock, tidy and maintain good stock order and check condition of stock, removing items in poor condition. 9. Assist in monitoring the safety, security, and cleanliness of the building throughout opening hours. 10. Assist senior colleagues and other members of the team as required. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |