



Bude-Stratton Town Council

Job Description: **Library & Information Assistant**

Salary: New SCP range 3-5 (currently £18,562 - £19,312)

Hours: 16 hours per week –including weekend working

Annual leave: Pro Rata 22 days per annum, rising to 25 days per annum after 5 years' service, + 2 concessionary days + statutory holidays

Place of work: Bude Library

Responsible to: Deputy Library Manager

Main tasks:

- To provide proactive and comprehensive Library services, information and record and refer service to both internal and external customers which will involve interpreting the customer's need, initiating appropriate service delivery and ensuring effective resolution of their requests.
- To deliver elements of the Universal Library Offer in reading, information, health and digital access to Library customers.
- To provide the first point of contact for customers of Cornwall Council who make personal visits to Library and Information Service sites to make enquiries about Council services. To record enquiries and refer customers to the appropriate department.
- To establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of reading, health, information and digital access
- To promote the Library Service to all members of the community
- To participate in the delivery of Library centred activities such as reader development activities, story times and events for children and adults
- To undertake the required roles within the Face to Face setting including host, floor walker, consultant, Information Service desk and payment processing
- To offer initial reading choice guidance in line with reader development principles to adults and children
- To receive customer enquiries by telephone, electronically, post or Face to Face. Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions
- To process payments; receipt and prepare associated paperwork and electronic records in an efficient and effective manner; which may include supporting customers to use electronic and kiosk payment methods
- To process a range of customer services for other departments, such as issue of equipment, forms or permits/passes. To process requests for Council services in accordance with current procedures
- To record and refer enquiries as determined by service level agreements
- To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully
- To deal with customer's complaints in accordance with the Council's Corporate Complaints process, advising customers of the applicable procedures, proactively resolving wherever possible or escalating to your Line Manager if required
- To operate with due regard to Council's confidentiality policies, the Data Protection Act and best practice
- To operate in accordance with the diverse needs of the community to ensure equal access to services
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet customer demand
- Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as Face to Face develops in the future as required.

Person Specification – Library & Information Assistant

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>
<u>Qualifications:</u>		
NVQ2 or GCSE Level grade C or above in English and Mathematics or equivalent or able to demonstrate suitable relevant experience	X	
GCSE Maths and English	X	
Educated to degree level or equivalent		X
<u>Knowledge and Skills:</u>		
Has knowledge of the Council's customer care policy and practices and applies in all day to day activities including demonstrating good ability to understand and interpret customer's requirements through varied media (telephone, e-mail and in person) and needs using verbal written and non-verbal communication	X	
Displays empathy and patience when dealing with customers. Has outline knowledge of tools and techniques for dealing with challenging behaviours and supports others in their use	X	
Demonstrates sufficient understanding of Library stock policy, an understanding of the services provided by Cornwall Council or a demonstrable ability to develop such an understanding within an appropriate timescale. Demonstrate a general knowledge of and enthusiasm for books, reading and to be able to engage with customers to promote reading for pleasure and for informal learning with regard to adults and children		X
Proficient in the use of all packages and related Library/Information Service equipment. Accurately and appropriately stores all customer contacts on the appropriate software and has a demonstrable ability to use a relevant Customer Relationship Management system	X	
Understands and applies the principles of the Data Protection, Freedom Of Information Acts and Health and Safety in the workplace		
Good working knowledge of MS Office packages – Word, Excel		X
Good numeracy and ability to understand financial data	X	
Petty cash and banking experience		X
Ability to prioritise and plan workload efficiently	X	
Excellent communication – written and verbal	X	
Working in a pressurised environment and problem solving	X	
<u>Work Experience:</u>		
Minimum 2 years office administration experience	X	
Demonstrable experience of working within a customer focused environment or similar team environment providing an excellent standard of customer service		X
Minimum 2 years preparing payroll using IT software – preferably SAGE	X	
Minimum 2 years' experience of booking keeping	X	
<u>Behaviours and characteristics:</u>		
Ability to prioritise and plan workload efficiently, with a thorough and meticulous approach	X	
Excellent time management	X	
Able to demonstrate evidence of continuing professional development		

A 'service driven' and 'can do' attitude	X	
Ability to work flexible hours including weekends	X	
A team player, service orientated, innovative, supportive, ability to lead and motivate others, self-motivated, flexible, and able to demonstrate commitment	X	
Ability to adapt to changing situations and environments	X	
Excellent customer service focus	X	

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures

Become proficient in Office 2010 and Windows for applications required in course of work duties e.g. Outlook

To achieve basic level of competency as identified in Library 101 online courses

To complete mandatory corporate courses for role.

Working together

You understand and focus on customer satisfaction and work well with colleagues and partners.

You deliver exceptional customer service – you understand and are attentive to the needs of your customers

You listen to the views of others and seek them out

You support and show consideration for others

You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others

You are committed to the protection and safeguarding of children, young people and vulnerable adults

You share information and expertise with others

You are honest, you respect and you build relationships of trust

You share your achievements and acknowledge the achievements of others

Resourceful

You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.

You plan and organise your work and manage your time effectively

You gather relevant information, analyse it and make timely informed decisions in the course of your work

You are flexible and adaptable

You respond constructively to change

You demonstrate financial awareness relevant to the job you do

You use your initiative and are creative in problem solving

You deliver results and demonstrate commitment to serving customers

Personal responsibility

You take responsibility for your work, your environment and your development.

You are trustworthy and reliable

You pay attention to your own health, safety and wellbeing and that of others

You acknowledge errors, report them as appropriate and play your part in addressing them

You appropriately challenge unhelpful behaviour

You seek feedback and review your own contribution

You are open to change and improvement

You take responsibility for your development

You are enthusiastic about and take pride in your work

You act as an ambassador for the Council to our customers