

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Senior Library Assistant – Library Stock Services	JEID	R0260
Salary Grade:	F		
Team:	Communities		
Division / Service:	Business & Customer Services		
Directorate:	Resources		
Primary Location:	Library Stock Services, Hawkes Point, Warwick		
Political Restriction	This post is not politically restricted		
Responsible to:	Principal Librarian: Resources & Information		
Responsible for:	Not applicable		

This post has been designated as requiring an Enhanced Disclosure from The Criminal Records Bureau. It is therefore essential that you are willing to complete a Disclosure form if offered the post.

Role Purpose

To supervise the library assistants and volunteers at Library Stock Services. To be responsible for the effective and consistent delivery of all ordering and stock supply processes, ensuring a positive experience for customers of all ages and maintaining excellent working relationships with all partners.

Role Responsibilities

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1. To be responsible for the overall day to day operational activities within LSS, including the supervision and support of Library Assistants. To co-ordinate the activities of the library assistants to ensure effective staff deployment and that day-to-day tasks are prioritised and completed.
2. To prepare and operate staffing rotas, manage the relief staffing and ensure that the relief budget for LSS is spent within given parameters.
3. To present and promote the service in accordance with agreed quality standards.
4. To supervise the day to day ordering, receipting and processing of all stock, including reservations, to ensure the smooth running of stock supply, being the first point of contact for suppliers and library staff to resolve queries relating to stock, ordering and invoices.
5. To be responsible for all aspects of stock control including the delivery of books and other resources, the accuracy of receipting processes, the recording of items for dispatch and any inventories of resources as required.
6. To have responsibility for the effective delivery of reading group collection processes, including the briefing and training of library staff and dealing with queries from both customers and staff.
7. To be responsible for the effective delivery of the inter-library loan service, overseeing the daily processes and dealing with queries, implementing service improvements and liaising with inter-library loan organisations regionally and nationally.
8. To have responsibility for the smooth supply of periodicals to libraries, placing orders and renewals and liaising with library staff to resolve queries relating to orders and supply.
9. To participate in recruitment & selection as required.
10. To be responsible for the supervision, appraisals, induction, training, motivation and development of staff as appropriate.
11. To carry out various duties in relation to computerised information, for example, merging and submitting orders on suppliers' websites, having a working knowledge of EDI systems to run processes and resolve queries, loading MARC records, running payment routines and creating, adding, amending and deleting information on spreadsheets and public access systems such as the Library Management System, where appropriate.
12. Responsibility for daily, weekly and monthly payment routines including responsibility for company credit card purchases, arranging payment of invoices to suppliers using financial systems and resolving queries. Ensuring that financial routines are carried out accurately and efficiently and comply with all financial regulations..
13. To co-ordinate the day to day monitoring, reporting of faults and maintenance of buildings and equipment, ensuring that they meet Health and Safety standards at all times and to report any incidents and accidents in accordance with WCC guidelines
14. To ensure relevant data and performance management information are gathered and returned for quality standards

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- 15.To actively identify improvement activities to increase efficiency and effectiveness, to contribute to service development projects, and maintain any local manuals as required.
- 16.To liaise, as required, with other partners in the building on a day to day basis to ensure the smooth running of services.
- 17.To participate in local or Countywide groups or projects, as required.
- 18.To ensure effective communication within the team, and between the team and other staff in the County as necessary.
- 19.To ensure that policies and procedures are maintained including the Equal Opportunities, Health and Safety, Safeguarding Children and maintaining confidentiality policies, ensuring their understanding and implementation by staff for whom you are responsible.
20. To actively pursue continuous personal development and undertake relevant training and development opportunities.
- 21.To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required.
- 22.To undertake any other duties as required which are commensurate with the grading of the post.

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
4 GCSE passes, grade C or above or equivalent, to include English and Maths	A, D
Good numeracy and literacy which includes the ability to work with decimal numbers and the ability to sort alphabetically	A, I
Experience of working with members of the public in a customer service environment	A,I,T
Experience of administrative routines	A, I
Experience of using ICT and Windows based computer packages	A,I,T
A systematic, methodical and accurate approach to work	A,I,T
Ability to communicate clearly and effectively in person, in writing and on the telephone to a range of people	A,I,T
Ability to work with initiative and little supervision	A, I
Ability to work effectively under pressure and to meet deadlines	A, I
Ability to organise workloads, to plan and implement programmes of work and to delegate effectively	A,I,T
Ability to use own initiative to respond independently to problems and unexpected situations.	A,I,T
Ability to work effectively within a team and with staff at all levels	A,I,T
Ability to participate effectively in the recruitment, selection, induction, appraisal, training, motivation and supervision of staff	A,I,T
Ability to share enthusiasm and knowledge of books and reading with customers	A, I
Ability to travel effectively around the Division and County	A, I
A flexible approach to work within the needs of the services including working weekend, evening and call-out as required.	A, I
Appreciation of/sensitivity to Equal Opportunities issues	A, I
Have a positive attitude to change and challenge and suggest improvements and encourage others to embrace change	A, I
Willingness to undertake training and development opportunities	A, I
Ability to maintain confidentiality	A, I
Ability to move and handle library resources with/without aid	A, I

Desirable Criteria	Assessed By:
Experience of working in a Library environment	A, I
Experience of cash handling and banking activities	A, I
An awareness of Health and Safety in a public building environment	A, I

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Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.

<input type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input type="checkbox"/> Lone working	<input checked="" type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food handling
<input type="checkbox"/> Work at heights	<input checked="" type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use (<i>call centre</i>)	<input type="checkbox"/> Working with vibrating tools / machinery