

# 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:	Library Assistant - Library Stock Services	JEID	E0037
Salary Grade:	D		
Team:	Communities Team		
Division / Service:	Business and 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		

### Role Purpose

This role supports the ordering and supply of stock to libraries. The post-holder will be an integral part of the team, liaising with libraries as required and ensuring a smooth and efficient service is offered to customers of all ages.

### Role Responsibilities

1. To be responsible for day to day activities within Library Stock Services (LSS) as appropriate.
2. To participate in the accurate ordering, receipting and processing of all stock, including packing items safely and securely for transit to libraries. Liaising with suppliers and library staff to resolve queries and undertaking processes which support frontline staff in the promotion of books, reading and events.
3. Responsibility for accurately receiving deliveries of all stock from suppliers and storing it safely and securely in the building. Shelving special collections as they are returned to LSS from libraries. Recording items for dispatch and completing any inventories of resources as required.
4. To support reading groups by preparing and sending requested titles out to libraries and

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dealing with reading group queries from both customers and staff.

5. To support the inter-library loan process by checking pick lists, placing requests, sending and receiving post, and dealing with related queries from library staff.
6. To present and promote the service in accordance with agreed quality standards
7. To carry out various duties in relation to computerised information for example, undertaking EDI processes and receipting stock and paying invoices on the Library Management System, where appropriate.
8. To carry out administrative and clerical routines accurately and efficiently and, where appropriate, using financial systems and complying with all financial regulations.
9. To assist in the day to day monitoring 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.
10. To assist, as required, with paying invoices and other financial transactions.
11. To liaise, as required, with other teams and departments in the building on a day to day basis to ensure the smooth running of services.
12. To participate in working groups or projects, as required.
13. Willingness to undertake training and development opportunities
14. To take responsibility as a key-holder as required.
15. To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, Safeguarding Children and maintaining confidentiality and ensure that they are understood and upheld by others.
16. To undertake, as required, any other duties that 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:
Good numeracy and literacy which includes the ability to work with decimal numbers and the ability to sort alphabetically	A,I,T
4 GCSE passes, Grade C or above or equivalent, to include English and Maths	A, D
Experience of working with members of the public in a customer service environment	A,I
A systematic, methodical and accurate approach to work	A, I
Ability to communicate clearly and effectively in person, in writing and on the telephone to a range of people	A,I
Ability to work effectively under pressure and to meet deadlines	A, I,
Ability to share enthusiasm and knowledge of books and reading with customers	A.I
Experience of using ICT and Windows based computer packages	A, I
Ability to work effectively within a team and with staff at all levels	A, I
Ability to work with some initiative and little close supervision	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
A flexible approach to work within the needs of the services including working weekend, evening and call-out as required.	A, I
Commitment to Equal Opportunities	A, I
Ability to move and handle library resources with/without aid	A, I
Ability to travel effectively around the County	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 checked="" 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 checked="" 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