

Job Description

For Apprenticeship Positions

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:	Apprentice Library Customer Service Assistant	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	TBC		
Service Area:	Warwickshire Library and Information Service		
Primary Location:	A choice of Stratford Library, Leamington Library, Rugby Library or Nuneaton Library. (See above).		
Political Restriction	This position politically is not restricted.		
Responsible to:	Library Team Leader		
Responsible for:	N/A		

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

Role Purpose

This role is the first point of contact for all users of the service point. The post-holder will be an integral part of the team, ensuring a positive experience for customers of all ages and maintaining excellent working relationships with all partners.

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 2 Customer Service Practitioner apprenticeship aligned to this role.

Role Responsibilities

- To work as part of the library team to deliver day-to-day services and activities to customers
- To shelve books, process requests, and assist customers with all enquiries and promote books, reading and library events. To offer IT support, and help people find other services/support they may need. To promote the wider library service offer, such as Let's Make, Digital Exclusion and partnership activities. To answer customer enquiries in person, by phone and in writing. To work at other library branches or mobile libraries as required.
- To ensure high standards in the library's presentation, promotion and activities at all times, according to guidelines provided.

- To use computers confidently, including adding, amending and deleting information on spreadsheets, and using other systems as required (training provided).
- To be accurate and efficient in completing administrative tasks. To comply with all training and regulations around finance.
- To assist in monitoring the condition of library buildings and equipment, reporting any issues. To report all Health and Safety concerns, accidents and incidents according to guidelines.
- To handle cash and card payments confidently.
- To communicate, as required, with other colleagues and partners in the library on a day-to-day basis to ensure the smooth running of services
- To plan, promote & deliver events & activities within the library programme.
- To undertake a specific project during the apprenticeship (topic to be agreed between the apprentice, the local supervisor and the Corporate Mentor). To participate in other groups or projects, as required.
- Willingness to undertake training and development opportunities to gain an understanding of different aspects of the Library and Information Service.
- To maintain confidentiality and ensure that the County Council's policies relating to Equality and Diversity, Health and Safety, Safeguarding Children are understood and followed by yourself and others.
- To undertake, as required, any other duties that are appropriate to the grading of the post.

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:

The ability to communicate with people of all ages, confidently and coherently, in person and/or in writing	A, I
Familiarity with standard IT software such as Microsoft Office and email	A, I
The ability to organise own workload and meet deadlines	A, I
A willingness to undertake training to learn new knowledge and skills	A, I
A positive attitude towards working in a team and with customers	A, I
The ability to organise own travel requirements to attend work settings as and when required, including for working evenings and weekends	A, I
A good level of literacy and numeracy which includes the ability to work with decimal numbers and the ability to sort alphabetically	A, I, T
A systematic, methodical, and accurate approach to work	A, I

Ability to share enthusiasm and knowledge of books and reading with customers of all ages	A, I, T
Ability and willingness to deliver promotional activities with customers of all ages	A, I, T
Ability to move and handle library resources with/without aid	A, I
A commitment to equality, diversity, and inclusion	A, I
Satisfactory completion of an enhanced check through Disclosure and Barring Service (this will be taken up if offered the post)	D

Desirable Criteria

Assessed By:

A keen interest in the career pathway enabled by this apprenticeship	A, I
Any previous work experience in a customer service and/or office environment	A, I
Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, National Citizenship Service, or charity work	A, I
Knowledge of and interest in working for Warwickshire County Council and/or public services	A, I
A keen interest in computers, gaming, or other practice of digital skills	A, I

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 the potential hazards and risks 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 for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)

<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input type="checkbox"/> Significant use of computers (display screen equipment)	<input checked="" type="checkbox"/> Work with vulnerable children or vulnerable adults
<input checked="" type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input checked="" type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	