

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 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, Home Library Service	JEID	E0001
Salary Grade:	D		
Team:	Mobile, Home Delivery and Transport Team		
Division / Service:	Customer Services: Face to Face		
Directorate:	Workforce and Local Services		
Primary Location:	Mobile Library Depot, Kenilworth Library		
Responsible to:	Library Team Manager (Logistics and Mobiles)		
Responsible for:	N/A		

Role Purpose

To deliver an effective library service to customers of the Mobile Library and Home Library Delivery Services

Please note: This job description reflects the duties at the time it was drawn up. Such duties may be varied from time to time without changing the general character of the post or level of responsibility entailed.

Core Responsibilities

Within the context of service plans and policies, the post-holder may be expected to carry out any of the following duties:

- To assist as required in the preparation and operation of staffing and volunteer rotas and to assist volunteers in the workroom.
- To assist and support the day-to-day planning of the work of the Mobile Library Drivers where appropriate, including contingency arrangements.

- To assist in the selection, processing, packing and delivery when required, of materials to be supplied to Care Homes and Housebound Readers.
- To assist with the centralised request and enquiries service for the Mobile Library Service.
- To assist with the selection, maintenance and rotation of stock and other materials for the Mobile Library Service and Outreach Services.
- To assist with the maintenance of Housebound customer profiles; the recording of any outcomes and responding to customer needs.
- To participate in direct service delivery and support, including the active promotion of books and reading, handling enquiries, and giving ICT assistance, as appropriate.
- To assist with staff and volunteer communications as appropriate.
- To assist with the induction and training of volunteers, as appropriate.
- To assist with the coordination and supervision of work experience placements where appropriate.
- To ensure that administrative and clerical routines, including the recording of statistics and checking of overdue reminders, are carried out accurately and efficiently and, where appropriate, to comply with all financial regulations.
- To interface directly with older people who have been referred to the service.
- To regularly liaise with and act as first point of contact with the mobile library drivers.
- To carry out various duties in relation to computerised library housekeeping and public access systems, where appropriate.
- To assist in the day-to-day monitoring and maintenance of the depot, vehicles and equipment, ensuring that they meet Health and Safety standards at all times.
- To participate in outreach and promotional work, as required.
- To participate in Mobile Library Service projects, as required.
- To attend team meetings as required.
- To uphold the Directorate Equal Opportunities and Health and Safety policies, ensuring their understanding and implementation by staff and volunteers.
- To undertake any other duties as required which are commensurate with 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:
A level of numeracy and literacy which includes the ability to work with decimal numbers and the ability to sort alphabetically	A,T,I

4 GCSE passes or equivalent, to include English and Maths	A,D
Experience of working with the public	A,I
A systematic, methodical and accurate approach to work	T,I
Ability to communicate clearly and effectively in person, in writing and on the telephone	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
Ability to use ICT	A,I
Ability to work effectively within a team; with staff at all levels and with volunteers.	A,I
Ability to work without constant supervision	A,I
Hard working with a positive attitude to change	A,I
Willingness to undertake training and development opportunities	A,I
Ability to maintain confidentiality	A,I
Flexible approach to work	A,I
Enjoys working with people	A,I
Enjoys books and reading	A,I
Reliable, trustworthy and punctual	A,I
Awareness and commitment to Customer Care	A,I
Appreciation of/sensitivity to Equal Opportunities issues	A,I
Ability to physically move and handle library resources	A,I
Willing to drive a WCC fleet Transit type vehicle	I
Ability to work flexibly – including Saturdays, Sundays, evenings and call out as required	A,I
Ability to carry out the duties of the job description	A,I

Desirable Criteria	<i>Assessed By:</i>
Experience of cash handling	A,I
Experience in the use of Windows based computer packages	A,I
Experience of administrative routines	A,I
Hold a current driving licence	D
An awareness of Health and Safety in a public building environment	A,

A confident and outgoing personality	A,I
Flexible and creative approach to problem solving	A,I
Ability to make effective decisions	A