

Role Profile

Job Title:	Weekend & Evening Assistant
Location:	
Department:	Libraries
Directorate:	Communities Adults & Health
Grade:	B
Salary Range:	
Reports to:	Assistant/Library Customer Services Manager and Library Customer Services Officer

1. Purpose of Job:

- To welcome all library customers and identify their individual needs, to provide a quality service and to enable customers to make full use of the facilities available.
- To help produce resources and guidance for customers in volunteer supported and technology enabled opening hours.
- To interact with customers throughout their visit, and assist them with the use of self-service equipment and other services and systems.
- To provide an efficient library and information service in the library where you are based under the direction of the Library Customer Services Manager/Assistant Library Customer Services Manager, ensuring that agreed standards of service are met.
- To deliver library events and activities as directed

2. Key accountabilities:

- To promote and deliver events and activities the service to the community through events to children, teenagers and adults.
- To respond to day to day enquiries from the partnership library in the relevant locality
- To deliver a quality library service which is customer-centred and customer- driven at all times.
- To undertake regular periods of duty in direct public service, including undertaking all counter functions, either manually or via self-service equipment.
- To provide information to a range of different enquiries in line with training received, initiating action and referring to senior staff / Customer Service staff as appropriate, within the agreed framework and required timescale.
- To use information resources provided to maintain current awareness of changes to council services, to provide accurate information and high quality service to customers.
- To produce statistics, management information and reports from library systems

3. Leadership and Management:

- To contribute to the provision of an appropriate, well-presented choice of stock, including maintaining the shelves in good order, stock maintenance and stock displays and promotions.
- To ensure that stock directly delivered is receipted and invoiced correctly.
- To contribute to the general work of the team.
- To understand the objectives of the Service Team Plan at a local level.
- To participate in training activities and attend courses and other events as appropriate and to assist with staff and volunteer training as required.
- To work within a pressurised team environment and be a committed team player supporting others in a continually changing environment.
- To share good practice with colleagues across the service.
- To support the deployment of volunteers across the library service

4. Staff responsibilities

- None

5. Financial Responsibilities:

- As part of a team, promote the generation of income to the library service, including handling all financial transactions as required, charging the appropriate fees for all material, including audio-visual loans, fines, reservations, purchase of merchandise, using cash tills and issuing receipts as necessary.

4. Health and Safety Responsibilities:

- To ensure safe and efficient delivery of service by being aware of and implementing regulations and procedures relating to health and safety of staff and public within the library.
- To ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.
- To assist the premises controller
- To assist with current safeguarding best practice

5. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values.
- To ensure that a high level of confidentiality is maintained in all aspects of work.

6. Flexibility

- The post holder may be required to work in multiple branches on a daily basis and may be called upon to work in any Barnet Library, dependent on service needs
- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.
- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

7. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of its services.
- All staff are expected to promote equality in the work place and in the services the council delivers.

PERSON SPECIFICATION

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Reports to:	Library Customer Services Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Knowledge of the range of services offered at libraries.	Essential	Application
Good customer care skills	Essential	Application
Good standard of numeracy and literacy skills	Essential	Application
Experience & Knowledge		
Ability to follow instructions from senior colleagues	Essential	Application/Interview
Knowledge of the range of services offered at libraries	Essential	Application
Courteous and polite when interacting and communicating with customers and colleagues	Desirable	Application/Interview
Ability to support colleagues in the delivery of library services to customers	Essential	Interview
Ability to work effectively and collaboratively as part of a team	Desirable	Application/Interview
Ability to deal with issues in a polite and sensitive manner.	Desirable	Application/Interview

Skill & Ability		
Ability to support financial, data and administrative systems under direction	Essential	Application/Interview
Ability to carry out clear processes which monitor and measure performance	Desirable	Application/Interview
Ability to communicate effectively with internal and external customers using negotiation skills	Essential	Application/Interview
Experience of handling difficult situations in a calm and sensitive manner	Essential	Application/Interview
Ability to work well alongside colleagues with different roles and experiences	Essential	Application/Interview
Understanding of own role in supporting the operational requirements of a multi-disciplinary service	Essential	Application/Interview
Ability to support the implementation of new administrative systems	Desirable	Application/Interview
Experience of working with volunteers	Desirable	Application
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		

Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Desirable	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Desirable	Application/Interview