

Role Profile

Service:	Children's Service
Location:	Libraries throughout Barnet
Job Title:	Weekend & Evening Library Assistant
Grade:	B
Post No.:	
Reports to:	Library Customer Services Manager / Assistant Library Customer Services Manager

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/duties/responsibilities:

- 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

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

Staff Responsibilities:

- None

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.

Health and Safety

- 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

Other Responsibilities:

- To respond to customer feedback, ensuring it is handled appropriately and sensitively and referring upwards as necessary.
- To refer customers to other services using the most appropriate channels of communication

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3. 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.

4. 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.

5. 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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Knowledge, training and experience

Please describe all the forms of knowledge required to fulfil the job responsibilities satisfactorily, including theoretical and practical knowledge; professional, specialist or technical knowledge; and knowledge of the policies, practices and procedures associated with the job.

- Knowledge of the range of services offered at libraries.
- Understanding of safeguarding best practice.
- Understanding of Health & Safety requirements.

Please describe the educational level normally expected as well as the equivalent level of knowledge gained without undertaking a formal course of study; and the practical experience required to fulfil the job responsibilities satisfactorily.

- A good standard of education
- A good standard of numeracy and literacy skills.
- A good standard of IT literacy.
- Good customer care skills

Skills

Planning, organising and controlling skills

Please describe the job requirements for planning, organising, controlling, developing and managing activities and operations, taking into account size, functional or organisational diversity and time scales.

- Ability to organise own workload to meet deadlines.
- Ability to follow instructions from senior colleagues

Communication and influencing skills

Please describe the nature and purpose of the communicating with others including the skills required to motivate, negotiate, persuade, empathise, influence, change peoples' behaviour and the complexity and contentiousness of the information.

- Courteous and polite when interacting and communicating with customers and colleagues
- Demonstrates an ability to pass on information accurately and promptly

Initiative and Innovation skills

Please describe the supervisory control; policies, procedures and practices and professional, technical or occupational codes of practices within which the post operates.

- Ability to support colleagues in the delivery of library services to customers.
- Ability to work effectively and collaboratively as part of a team

Describe the range of problems solved including the complexity of the problem and the extent to which the problem has been encountered before.

- Ability to deal with issues in a polite and sensitive manner.
- Ability to assist colleagues with income generating projects

