

Job Description

Job Title	Library and Information Assistant
Directorate	Neighbourhoods and Housing
Service Area	Libraries and Information Services
Grade	3
Competency Level	1
Salary	£24,790 - £26,409
Job Type	Office Based
Location	Liverpool Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	

Job Purpose

To deliver an accessible, quality service to all customers.

Directly Responsible For:

Not applicable

Directly Responsible To:

Team Leader / Library Manager / Specialist Officer

Main Areas of Responsibility:

- To deal with the public in a helpful and positive manner in relation to the loan of library materials
- To respond to enquiries in any form and to refer to appropriate staff if further support / advice is required
- To be fully proficient in use of IT and all other aspects of services delivered through the library service
- To support and assist the use of IT by members of the public
- To assist in the maintenance, preservation, and conservation of library materials in all formats including book stock / archive material
- To assist with promotions, events and other activities offered using library premises
- To assist with ensuring the control and security of the library / archive material and facilities
- To provide relief cover as required to all sites, and work flexibly across the opening hours patterns, operated by the Library Service
- To be part of an effective team to ensure service delivery

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- To account for income received from activities and transactions

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Occasional manual handling

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Demonstrate the ability to achieve NVQ level 2 through providing evidence of previous experience, with relevant skills and abilities (A)
- Demonstrate a willingness to undertake any additional training (A)

Experience

Desirable

- Provide evidence of work with the public to ensure effective customer service
- Demonstrate knowledge of library routines

Skills/Abilities

Essential

- Provide evidence of good oral and written communication skills to ensure efficient and effective best practice (A,I)
- Numeracy and literacy skills for effective communication in completion of relevant documentation (A,I)

Desirable

- Provide evidence of computer / keyboard skills for use of technology

Commitment

Essential

- Demonstrate an awareness of, and commitment to equal opportunities and customer care (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Demonstrate the ability to work as part of a team for effective service provision (A,I)
- Display a flexible approach to work patterns for effective service provision (A,I)
- Display willingness to work on own initiative (A,I)