

Job Profile

Library Assistant 2022

Grade: 4

ID 14739

Date created: January

About the Job: To deliver library and partner services, assisting customers to gain maximum benefit from their use of the Library and its facilities and consider the likely needs of all customers especially those from under-represented groups of all ages. To be an advocate for the library service and to contribute to the development of local services that meet the needs of the community.

This is what we need you to do...

- Develop and maintain a thorough knowledge of services delivered within libraries in order to assist users to gain maximum benefit from all library and partner service provision.
- Take personal responsibility for understanding customer and community needs giving attention to the requirements of the most vulnerable. Take any necessary action to ensure these needs are met in the delivery of library services within your libraries.
- Take personal responsibility for ensuring that you meet the council's stated standards of behaviour and performance and contribute to a high-performance culture. Be aware of customer and service presentation standards and understand your role in meeting these.
- Identify, create, and maintain partnerships within your local community. Maintain effective relationships with colleagues, partners, and volunteers in order to ensure effective delivery of library services and maintaining the continuity of opening hours.
- Undertake all day to day clerical and administration tasks which contribute to the effective running of the library ensuring you follow council regulations for financial transactions and procedures and for managing information and data protection;
- Participate in the development and delivery of the libraries business plan and service priorities to customers of all ages, contributing ideas for the improvement of customer services and operational processes within your library.
- Maintain an awareness of changes in service provision, policy or processes and take ownership for delivering these within your libraries.
- Direct the day to day work of colleagues and volunteers as directed by Senior Managers and Librarians, including supporting any relevant training needs. Participate in the service's prioritised programme of training and development.

Special Conditions

- Driving licence or ability to arrange transport around the County as required by the job.
- Weekend and evening working.
- To be available to work at any library within the boundaries of the county council, when reasonably requested to do so.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Proven track record of good customer service
- Experience of developing and maintaining productive relationships
- Previous cash handling experience
- Proven use of Microsoft Office packages and Internet/Email

Knowledge, Skills and Understanding

- Communication skills: able to use range of appropriate methods effectively
- Good knowledge of how to understand local needs and priorities
- Product knowledge: library service

Behavioural attributes

- Demonstrates Gloucestershire Employee Values and Behaviours
- Is self aware and open to new ideas
- Able to cope and function effectively when working in a pressurised environment.
- Able to work effectively with people at all levels within the council, volunteers, schools, the NHS, other partner organisations and with the public
- Emotionally resilient
- Flexible, creative, self-starter, target focussed
- Able to respond to changes at work which can be unpredictable and unplanned, requiring constant shifts of priority
- Willingness to embrace current and future development in Library Technology and services
- Displays a welcoming and people friendly approach

Education & Qualifications

Essential

- Educated to GCSE or equivalent education
- GCSE or equivalent in English and Maths and ICT