TAMESIDE MBC

OPERATIONS AND NEIGHBOURHOODS

CULTURAL AND CUSTOMER SERVICES

**JOB DESCRIPTION**

**JOB DESIGNATION: Library Assistant**

## SERVICE UNIT: Libraries

**RESPONSIBLE TO: Library Manager**

**JOB PURPOSE: To assist in the provision and delivery of library and**

**information services to customers throughout the services**

**and work groups and to deliver library material to vulnerable residents in the community**

# **RESPONSIBILITIES**

1. To undertake general library routines.

2. To deal with enquiries and supply information as required.

3. To assist members of the public to gain access to Council services.

4. To assist in the promotion and delivery of services to all groups and individuals within the community including the socially excluded in line with Council policy.

5. To take payments on behalf of the Council.

7. To be responsible for routine clerical procedures and compilation of statistics as required.

8. To give basic assistance and support to users in Learning Centres.

9. To undertake the training required to acquire the necessary knowledge and skills to deliver the range of services relating to the post (ECDL, Customer First etc.).

10. To deliver the service at any library within the borough and ensure the building is a safe,

secure and healthy environment.

11. To be flexible in all aspects of the role

12. To assist managers with various procedures, activities and events.

13. To assist in other work groups as required.

14. To be able to log information and have good record keeping skills.

15. To undertake such other duties as reasonably correspond to the general character of the post and its level of responsibility.

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TAMESIDE METROPOLITAN BOROUGH

OPERATIONS AND NEIGHBOURHOODS

**CULTURAL AND CUSTOMER SERVICES**

**PERSON SPECIFICATION**

Service Unit: Libraries

Designation: Library Assistant

Personal requirements of successful post holder Category Method of

 **Assessment**

1. Education Standard/Qualifications/Membership of Professional

 Institutions (indicate grade)

|  |  |  |
| --- | --- | --- |
| 4 GCSE’s or equivalent  | D | A |
| ECDL/CLAIT or similar | D | A |

2. Experience

|  |  |  |
| --- | --- | --- |
| Work experience within libraries | D | I/A |
| Work experience with computers | E | I/A |
| Work experience dealing with public | D | I/A |
| Support computer users | D | I/A |
| Work with council information systems | D | I/A |

3. Skills

|  |  |  |
| --- | --- | --- |
| Good interpersonal skills | E | I |
| Good communication skills (oral and written) | E | I/A |
| Ability to deal with the public | E | I |
| General clerical procedures | E | I/A |
| Well organised | E | I |
| Well motivated | E | I |
| Good record keeping skills | E | I/A |
| Computer systems/keyboard work | E | I/A (T) |
| Desire to aspire to promotion opportunities | D | I |
|  |  |  |

4. Knowledge

|  |  |  |
| --- | --- | --- |
| Working knowledge of Office applications software | E | A/I(T) |
|  (WP, spreadsheets, database, presentation) |  |  |
| Installation and set up of software and hardware | D | A/I |
| Familiarity with websites and e-mail | D | A/I |
| Knowledge of digital services  | D | A/I |

5. Work Related Circumstances

|  |  |  |
| --- | --- | --- |
| Ability to work alone and as part of a team  | E | I/A |
| Empathy with client groups | E | I |
| Helpful and friendly worker | E | I |
| Confidence in dealing with public | E | I |
| Ability to stay calm when working under pressure | E | I/A |
| Logical approach to problem solving | E | I (T) |
| Enthusiasm towards ICT | E | I |
| Willing to undertake post related and ICT training | E | I |
| Ability to work flexibly to meet the needs of the service | E | I/A |
|  |  |  |

6. Equality

|  |  |  |
| --- | --- | --- |
| An understanding and commitment to Equal Opportunities | E | I/A |
| The ability to converse at ease with service users/customers and provide advice in accurate spoken English | E | I/A |
| Non judgemental approach. | E | I |
|  |  |  |
|  |  |  |

**For Information:**

Category

1. Essential Requirement without which the candidate would be unable to carry out the duties of the post.
2. Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

Method of Assessment

1. To be assessed from information provided on the Application Form.
2. To be assessed at Interview.
3. To be assessed by Selection Test.

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