

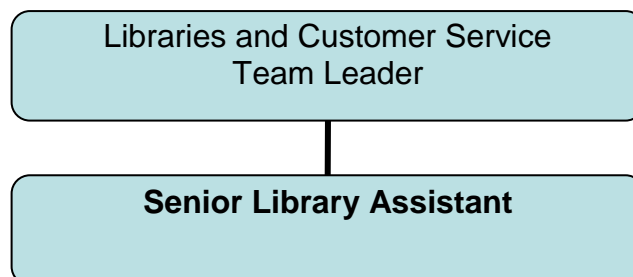
# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE:</b>	Community Services
<b>SECTION:</b>	Libraries and Customer Services
<b>LOCATION:</b>	Belfield Library
<b>JOB TITLE:</b>	<b>Senior Library and Information Assistant</b>
<b>POST NUMBER:</b>	CSLCS0000022
<b>Grade:</b>	4
<b>Accountable to:</b>	Team Leader
<b>Accountable for:</b>	Nil
<b>Hours of Duty:</b>	10.45 hours per week Monday 13.45 – 17.30 Thursday 13.45 – 17.30 Saturday 09.15 – 12.30
<b>Any Special Conditions of Service:</b>	<p>The post holder maybe required to work regularly on Saturdays, and out-of-hours. The post holder will be expected to undertake a certain amount of travelling in the execution of his/her duties for which the appropriate allowances will be paid.</p> <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by R B C.</p>

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

### **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTIVES OF THE JOB**

To be responsible for assisting the day to day operation of any of the libraries and services Boroughwide. To ensure that a high standard of service is delivered at all times in liaison with the Team Leader and specialist library support teams.

### **Control of Resources**

#### **Personnel**

None

#### **Financial**

To be responsible for ensuring that financial regulations and administrative systems are effectively operated and monitored. To be responsible for cash handling and for the security of cash and cash receipts including cashing up, checking, recording and banking of all income and the calculation of VAT.

#### **Equipment/Materials**

To be responsible for the safe use and maintenance of equipment/furniture/materials as used by self and staff accountable to postholder. To be responsible for reporting to the Team Leader any matters relating to the security, maintenance or operation of equipment and premises which require attention.

#### **Health/Safety/Welfare**

To be responsible for the health, safety and welfare of herself/himself and other persons who may be affected by her/his actions or omissions while at work

#### **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

#### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

#### **Relationships (Internal and External)**

##### **Internal**

Council staff  
Councillors  
Trade Union representatives

##### **External**

Members of the public.  
Partner organisations  
Representatives of community/voluntary groups  
Staff of contractors and similar organisations

#### **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
- (ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

## **Principal Duties**

1. To be responsible for the day to day operation of Belfield Library and for the provision of a high quality service to all library users. This will include:–
  - a. Welcoming and enrolling new members and introducing them to the facilities available.
  - b. Facilitating the use of books and other materials available and ensuring that correct procedures are followed for their loan and return.
  - c. Facilitating the use of the Library Online service, including operation of the booking and print management systems and providing basic support to customers in the use of the Internet, word processing and other ICT services as they become available.
  - d. Assessing customer enquiries and answering, signposting or booking appointments, as appropriate.
  - e. Assistance to customers, including answering enquiries and providing information with regard to library and Rochdale Borough Council services, and the expertise of other staff as appropriate.
  - f. Validation and scanning of evidences from customers for revenues and benefits claims.
2. To work co-operatively with colleagues to achieve and maintain a high standard of service delivery, customer care and continuous improvement of library services for all client groups.
3. Performing all the usual duties of the Senior Library Assistant including the opening and securing of premises and the reporting of building defects/damage.
4. To focus on improving priority areas of the service identified by the Team Leader or Operations Manager: Service Improvement.
5. To support priorities outlined in the Customer Access Programme including encouraging and facilitating customers with channel shift.
6. To work closely with colleagues to maintain, improve and develop existing service provision and to promote use of the library throughout the local community, including liaison with community groups, local schools and playgroups.
7. To help ensure that the library is customer focussed, attractive and user friendly at all times.
8. To resolve problems or customer complaints as they arise.
9. To participate in events and activities for all ages, including reader development initiatives, stock promotion and children's sessions.
10. To be responsible for ensuring the checking, recording and banking of cash income on a regular basis.
11. Assist with stock maintenance and stock editing.
12. To assist in the collection and monitoring of performance management data relating to libraries.

## **Values and Behaviours**

1. Approach the job at all times using the values set out in the Rochdale Way:
  - Valuing our people

- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

2. Be aware of and apply the Rochdale Way behaviours at all times.

## Public Service Reform competencies

To approach the job at all times using the following PSR competencies

- Equips customer with the knowledge, information and confidence to take ownership
- Ability to recognise the customer's perspective
- Ability to manage expectations
- Engages with customers to find alternative ways to maximise their independence
- Adapts communication style and message to build trust and help others understand
- Understands how your role contributes to and supports the changing context of the public sector
- Ability to work effectively in a fast-paced and outcome-focussed environment
- Accepts change as a constant and takes advantages of the opportunities it brings

## Secondary Duties

- 1 To participate in any training initiatives as a trainee and when required as a trainer/facilitator.
- 2 To attend appropriate departmental and community meetings as required and participate in staff working groups as appropriate
- 3 To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Head (or nominated representative) in consultation with the postholder (and if he/she so wishes, with his/her Trade Union representative).

Job Description prepared by	<u>Philip Cooke</u>	Date	<u>                    </u>
Agreed by Postholder	<u>                                    </u>	Date	<u>                    </u>
Supervisor	<u>                                    </u>	Date	<u>                    </u>
Chief Officer		Date	<u>                    </u>

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Community Services</b>	<b>Post:</b>	<b>Senior Library and Information Assistant</b>
<b>Section :</b>	<b>Libraries and Customer Services</b>	<b>Post Number :</b>	<b>CSLCS0000022</b>
<b>Job Ref:</b>	<b>8548</b>	<b>Grade:</b>	<b>4</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

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<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>Filter Questions</b>		
1 <b>Are you willing to undertake relevant training courses?</b>	<b>E</b>	<b>AF</b>
2 <b>Are you willing to be flexible when necessary to meet operational requirements?</b>	<b>E</b>	<b>AF</b>
<b>(a) Qualification and Experience</b>		
3 What experience do you have of working in a library environment?	E	AF/I
4 Please provide details of your experience of supervising staff.	E	AF/I
5 Please provide details of your experience of managing a demanding workload and the ability to prioritise and deliver consistent results	E	AF/I
6 Please give details of your experience of assessing and answering customer enquiries	E	AF/I
7 Please give details of your experience of working with community/voluntary groups and other partner organisations.	E	AF/I
<b>(b) Skills and Knowledge</b>		
8 Please demonstrate your excellent written and oral communication skills, including the ability to communicate effectively and sensitively with people from a wide range of social and cultural backgrounds and ages	E	AF/I
9 Please provide an example of your excellent customer service skills.	E	AF/I
10 Please provide details of your ability to work as part of a team to deliver service improvements	E	AF/I
11 Please provide details of your ability to plan and manage time effectively and to support others in doing the same.	E	AF/I
12 Please provide details of your ability to assess and answer customer enquiries?	E	AF/I
13 Tell us about your ICT skills, specifically the ability to use the Internet and work with Microsoft Office applications (Word, PowerPoint, Excel, Outlook).	E	AF/I
14 Do you possess high levels of literacy and numeracy, please provide details.	E	AF/I
15 Do you possess organisational skills that contribute towards an excellent customer service, please provide details?	E	AF/I
16 Please provide details of how you are committed to continuous professional and organisational development.	E	AF/I

Criteria		Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>(c) Special Working Conditions</b>			
17	Are you willing to undertake out of hours working as required?		<b>AF</b>
18	Are you willing to travel in the course of your duties?		<b>AF</b>
<b>(d) Behaviours and Values</b>			
19	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Valuing our people</li> <li><input type="checkbox"/> Focusing on customers</li> <li><input type="checkbox"/> Acting with integrity</li> <li><input type="checkbox"/> Using time and money wisely</li> <li><input type="checkbox"/> Working together</li> <li><input type="checkbox"/> Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
<b>(e) Armed Forces</b>			
20	<b>As part of the Armed Forces Scheme: Please confirm your last long term employer was the Armed Forces.</b>	D	AF/I
21	<b>As part of the Armed Forces Scheme: Please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.</b>	D	AF/I