TAMESIDE MBC

PLACE

CULTURAL AND CUSTOMER SERVICES

**JOB DESCRIPTION (current Feb 2023)**

**JOB DESIGNATION: Senior Library Assistant**

## SERVICE UNIT: Culture & Customer Services

**RESPONSIBLE TO: Arts & Engagement Manager**

**JOB PURPOSE: To assist in the provision and delivery of information and services provided by Tameside Local Studies & Archives to users, and undertake administrative tasks that enable the service to operate.**

# **RESPONSIBILITIES**

1. To undertake general Local Studies & Archives routine tasks.
2. To undertake a range of administrative duties to enable the successful operation of Tameside Local Studies & Archives.
3. To answer enquiries received by Tameside Local Studies & Archives from a variety of sources and provide assistance and support to users in their use of electronic sources of information.
4. To assist in answering internal enquiries, ensuring that other council staff and departments are able to obtain necessary information from the archive as necessary.
5. To assist in the management of the library and archives collections across at Tameside Local Studies & Archives.
6. To take payments on behalf of the Council.
7. To assist in the marketing of Tameside Local Studies & Archives.
8. To assist with the training of Tameside Local Studies & Archives volunteers and staff.
9. To deliver a high standard of service to the customer and contribute towards continual improvement in service delivery.
10. 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

PLACE

**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 |

4. Knowledge

|  |  |  |
| --- | --- | --- |
| Working knowledge of Microsoft Office software suite, especially Word and Outlook | E | A/I |
| Experience ith database of spreadsheet software | D | A/I |
| Interest in history of Greater Manchester, or in history generally | D | A/I |
| Understanding of CRM systems | D | A/I |
| Installation and set up of software and hardware | 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  |
| 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

|  |  |  |
| --- | --- | --- |
| Good knowledge of equal opportunity issues | E | I |
| Ability to put equal opportunities into action | E | I |
| Ability to encourage equal opportunities in others | 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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