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 the Level 2 Customer**

**First service in libraries.**

# **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 as part of the level 2 Customer First project.

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.

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

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

8. 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.).

9. To deliver the service at the smaller service points and ensure the building is a safe,

secure and healthy environment.

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

11. To assist in other work groups as required.

12. 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 postholder 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 |
| 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 WWW. and e-mail | D | A/I |
| ‘Customer Care’ concept | D | A/I |
| Administration of file server | D | A/I |
| Familiar with Council’s Access to Services concept | D | A/I |

5. Work Related Circumstances

|  |  |  |
| --- | --- | --- |
| Ability to work as a team member | E | I |
| Empathy with client groups | E | I |
| Helpful and friendly worker | E | I |
| Confidence in dealing with public | E | I |
| Logical approach to problem solving | E | I (T) |
| Enthusiasm towards ICT | E | I |
| Willing to undertake post related and ICT training | E | I |

6. Equality

|  |  |  |
| --- | --- | --- |
| Knowledge of the Equal Opportunities policy | D | I |
| Appreciation of the complications of Equal Opportunities in service |  |  |
| provision | E | I |
| 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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