**BOURNEMOUTH, CHRISTCHURCH & POOLE**

**JOB DESCRIPTION**

**SERVICE UNIT:** **CUSTOMER & PROPERTY**

**JOB TITLE: RELIEF LIBRARY ASSISTANT**

**REF NO:**

**GRADE: BCP BAND E, fixed scp 7**

**JE REF:**

**RESPONSIBLE TO: LIBRARY MANAGER/LIBRARIAN**

**MAIN PURPOSE**

To actively contribute to the effective and efficient management of the service and to promote and develop the role of the library service

**MAIN RESPONSIBILITIES**

1. General duties including: issuing and return of library stock face to face and via automated systems; registering new members; operating computer systems; carrying out clerical routines and stock maintenance; handling money accurately and use of a till; returning borrowed items to the correct location, and putting shelved items into correct alphabetical or numerical order; dealing with enquiries and requests for books and information, referring to other members of staff, or other departments, if necessary
2. To ensure that customers receive the best possible first impression when they contact or visit the library and that customers' enquiries are resolved at the first point of contact, sign posted or referred as appropriate
3. To deliver an effective enquiry service providing accurate information and guidance and, where necessary, to liaise with other services to ensure that enquiries can be passed straight to the right person and dealt with effectively
4. To work as part of a team to assist in the effective and efficient operation of the library following set procedures and library standards
5. To deliver to a high standard of customer service, and promote excellent personal customer care practices, helping to achieve agreed standards and targets
6. To aid the public in the use of IT, learning provision and the library’s services generally, including working with children, young people and adults, and to promptly report any problems or difficulties with technology
7. To identify and manage risk in accordance with health and safety control measures. To have responsibility for unlocking and locking the building as necessary
8. To create and maintain library displays
9. To prepare items for delivery to housebound readers by volunteers
10. To engage in the training and development of self to enhance performance
11. To work without direct supervision as necessary, and provide assistance elsewhere, if required, to meet the needs of the service
12. To assist in promoting and developing the role of the library as a community venue
13. To deliver children’s events and activities, and assist in engaging children and young people in a range of activities
14. The postholder is required to undertake such other duties as may be required from time to time commensurate with the level of the post
15. The postholder must comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, for example, the Equality Act, the Health & Safety at Work Act and Data Protection Act.

**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/****DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE*** Working in a busy front line customer service environment dealing with and helping people of all ages
* Public library experience
 | EssentialDesirable | Application FormInterview |
| **QUALIFICATIONS / TRAINING*** 5 GCSEs Grade C or above including English and Maths or equivalent
 | Essential | Application FormCertificates |
| **APTITUDES AND ABILITIES*** Ability to engage positively with all customers of the service
* Ability to be diplomatic, tactful and sensitive
* Ability to file numerically and alphabetically
* Good time management and ability to manage a busy workload with interruptions
* Ability to work effectively within a team
 | EssentialEssentialEssentialEssentialEssential | Application FormInterview |
| **KNOWLEDGE*** Knowledge of the wide range of library resources
* Experience of using Microsoft Office Suite, including Word, Excel and the Internet
* Awareness of Health and Safety
 | DesirableEssentialEssential  | Application FormInterview |
| **ATTITUDE / MOTIVATION*** Strong commitment to equality and diversity and able to relate positively to the general public
* Positive attitude to change
* Commitment to personal development
 | EssentialEssentialEssential | Application FormInterview |
| **OTHER FACTORS*** Flexible approach to working hours to cover evenings and weekends as required by the service
* Ability to work within different libraries across BCP Council
* Physically able to bend, stretch, stand for long periods of time and lift and carry objects up to 16kg
 | EssentialEssentialEssential | Application FormInterview |