**BOURNEMOUTH, CHRISTCHURCH & POOLE**

**JOB DESCRIPTION**

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

**JOB TITLE: SATURDAY ASSISTANT**

**REF No:**

**GRADE: BCP Band D**

**JE REF No:**

**RESPONSIBLE TO: LIBRARY MANAGER/LIBRARIAN**

**MAIN PURPOSE**

* To support the Library Manager/Librarian in providing effective and efficient library services.

**MAIN RESPONSIBILITIES**

1. To assist customers in making effective use of the Library Service maintaining a high standard of personal customer care in all dealings with service users.
2. To operate technology, systems and routine procedures as directed within established guidelines.
3. To maintain a high standard of accuracy in all statistical recording and cash handling routinely carried out on behalf of the Library Service.
4. To report promptly to the appropriate supervisor any problems or difficulties encountered with technology, systems, procedures, or other operation of the Service, including matters of concern.
5. Within agreed guidelines and policies to work within direct supervision, or to provide assistance elsewhere within Poole and Bournemouth Libraries if required, to meet the needs of the Service within the policies and objectives of the business unit.
6. To undertake such other duties as may be required from time to time commensurate with the level of the post.
7. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by: Medi Bernard Updated: October 2017

**SATURDAY LIBRARY ASSISTANT**

**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
 | Desirable   | Application Form Interview  |
| **QUALIFICATIONS / TRAINING** * 5 GCSEs, NVQ 2 or equivalent, including English and Maths
 | Essential  | Application Form Certificates  |
| **APTITUDES /ABILITIES** * Ability to file numerically and alphabetically
* The ability to manage a busy workload with interruptions
* Ability to engage positively with all customers of the service
* To work effectively within a team, building supportive, positive and trusting relationships
 | Essential Essential Essential Essential  | Application Form Interview  |
| **KNOWLEDGE** * Interest in reading
* Working knowledge of ICT including Word, Excel, Outlook, internet and other programmes relevant to the role
 | Essential Essential | Application Form Interview  |
| **ATTITUDE / MOTIVATION** * Strong commitment to equality and diversity and able to relate positively to the general public
 | Essential  | Application Form Interview  |
| **OTHER FACTORS** * Ability to fulfil the physical demands of the role (bending, stretching, standing for long periods of time and lifting and carrying objects up to 16kg)
 | Essential  | Application Form Interview  |

Updated: November 2019