Job Description

Job Title: Library Assistant	**Service Area**: Resident Engagement and Participation	
Directorate: People, Policy and Performance	**Post Number:** **Fusion**	**Evaluation Number:** 5952
Grade: Scale 3	**Date last updated:** July 21	

People at the heart of everything we do
We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity
We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services
Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent
We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job
To deliver a high quality and customer focused library service to residents of Newham including a wide ranging programme of events and activities. Support the wider work of the Neighbourhood team and the Resident Engagement and Participation service

Job Summary

The post holder reports to the Library Supervisor

The post holder has no direct line management responsibilities but will assist in monitoring Volunteers (including Young Volunteers), Work Experience and Work Placements

The post holder has no budgetary responsibilities but will handle cash and online payments

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Offer a warm welcome to all visitors and users of the building, ensuring the highest standards of customer care at all times, providing appropriate information and signposting.
2. Deliver excellent customer satisfaction, responding in an effective and timely manner to day to day operational enquiries and requests, escalating where necessary, to ensure customer expectations are met.
3. Assist customers in joining and using the library, providing information about borrowing entitlements, library resources and facilities.
4. Use the Library Management System to maintain and update membership records, run catalogue searches and set reservations for requested stock.
5. Support customers in the use of self-service systems:
    a. issue, return, renewal and self-payment of fines and fees.
6. Undertake everyday clerical tasks such as dealing with overdue and requested items. Deal with charges for other building services including room bookings and retail items. Record income against appropriate codes on Library Management System.
7. Participate in the planning, organising, and carrying out of events and activities (online and in-person) including Under 5s sessions, story times, school visits, author events, coding clubs and health and well-being activities.
8. Assist with planning, organising and carrying out promotional activities such as new service initiatives.
9. Provide digital assistance to customers, providing a range of support including internet searches, accessing Council services or accessing application forms. Support customers in using Public PCs with scanning and printing, including making PC bookings, payments for prints and facilitating extra PC time.
10. Shelve new and returned items of stock, tidy and maintain good stock order and check condition of stock, removing items in poor condition.
11. Assist with the processing and moving of stock as directed, either within the library building or for relocation between libraries including the use of Collection HQ stock management reports. Process stock for withdrawal as directed.
12. Participate in keeping statistical counts and various filing duties.
13. Assist senior colleagues in the induction, training and support of new members of staff, work experience students and volunteers.
14. Assist in monitoring the safety, security and cleanliness of the building throughout opening hours.
15. Assist with the promotion and processing of room/building hire bookings and with the servicing of meetings and visits, checking and coordinating calendars, paperwork, facilities and associated arrangements to support the smooth running of the building and events.
16. Support the promotion of the library service with partner and external organisations.
17. Support the safe evacuation of facilities in the event of fire or other emergency and, if necessary, summon assistance from security, police or fire service.
18. Act in a way that actively demonstrates Newham Council's commitment to Equality and Diversity for staff, customers and partners.
19. Undertake all activities in compliance with Health & Safety at Work legislation, Newham Council's Health and Safety Policy and other agreed safe methods of work.

20. Assist senior colleagues and other members of the team as required

Other Duties

1. Support the wider work of the Neighbourhood team, as required for specific projects
2. Support the wider work of the Council where it is neighbourhood specific, as required for specific projects
3. To cover the role of Town Hall receptionist as required

Personal Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE:	
Knowledge of Health, Safety & Wellbeing at work legislation	Application and Interview
A broad awareness of good practice and service developments in public libraries	Application and Interview
Safeguarding of vulnerable adults and Children and Young People	Application and Interview
GDPR regulations	Application and Interview

SKILLS AND ABILITIES:	
Excellent customer service skills	Application and Interview
Able to listen, question, interpret correctly and answer enquiries at the appropriate level	Application and interview
Excellent IT skills using a wide range of applications including digital and online tools	Application and Interview
Able to work well as part of a team	Application and Interview
Able to work in an organised, tidy and efficient manner with excellent attention to detail	Application and Interview
Able to carry out tasks as directed	Application and Interview
Able to adapt to change and support and adapt to the on-going development of the Library service	Application and Interview
EXPERIENCE:	
Experience of working with the public in a demanding front line customer service environment	Application and Interview
Experience of delivering excellent standards of customer service	Application and Interview
Interest in working with children and young people	Application and Interview
Excellent literacy and numeracy skills and ability to order resources in strict alphabetical and numerical order	Application and Interview
Excellent knowledge of ICT	Application and Interview
Experience of health, safety and wellbeing compliance / risk assessment and working safely	Application and Interview
Experience of cash management and online payments	Application and Interview
PERSONAL STYLE AND BEHAVIOUR:	
Approachable friendly manner	Application Form/Interview
Confidence to proactively engage with and help people as appropriate	Application and Interview
Interest in and enjoyment of reading	Application and Interview

Able to demonstrate the capability to remain calm under pressure	Application Form/Interview
Able to demonstrate initiative in dealing with customer enquiries	Application and Interview
Able to demonstrate enthusiasm and motivation to deliver the library service	Application and Interview
Able to use own initiative in dealing with issues as appropriate	Application and Interview
OTHER SPECIAL REQUIREMENTS:	
Flexibility in working hours, including weekends and evenings	Application Form/Interview
Willingness and ability to travel throughout Newham and work from other service points as required including Community Centres, Town Halls and other buildings run by Resident Engagement and Participation	Application Form/Interview
DBS (enhanced)	Satisfactory clearance at conditional offer stage
Manual handling, shelving and prolonged periods of standing / walking	Application Form/Interview