

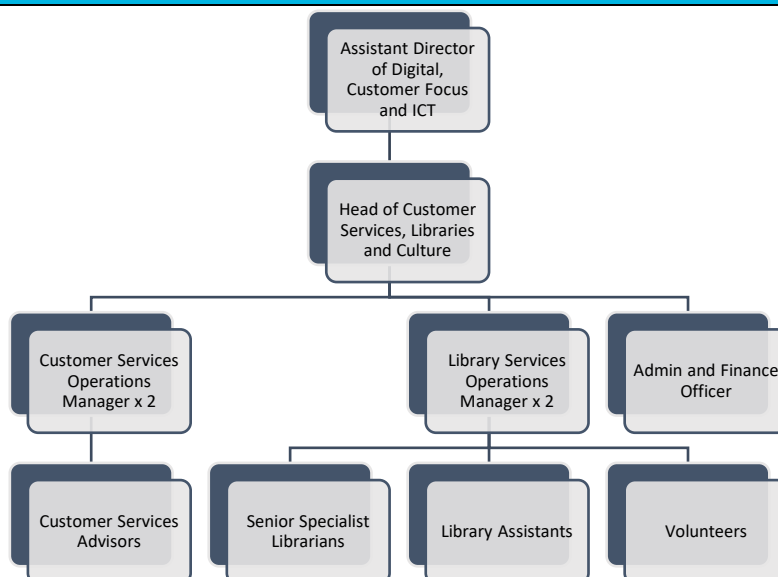
## JOB DESCRIPTION

<b>Job Title:</b>	<b>Library Assistant</b> <b>(average of 28.5 hours per week, across a 3-week work pattern)</b>		
<b>Directorate:</b>	<b>Communities</b>	<b>Salary:</b>	£24,027- £25,183 FTE plus £706 FTE London Weighting  For 28.5 hrs, pro-rata: £18,507 - £19,397 plus £543 London Weighting
<b>Section:</b>	<b>Library Services</b>	<b>Grade:</b>	<b>BG J SCP 3 - 6</b>
<b>Location:</b>	<b>Based at Whitegrove Library, with flexibility to work across Bracknell Forest libraries</b>	<b>Work Style:</b>	<b>Fixed</b>

### Key Objectives of the role

- To be a member of the frontline team, you will contribute to the effective provision of the public library information service for Bracknell Forest Council.
- To answer enquiries from members of the public and to provide information and ICT/ digital support to customers.
- To assist with the organisation and running of events and activities across the borough's group of libraries to support strategic objectives and goals.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

- Assisting customers to issue, return and renew items of stock using the self-service kiosks.
- Registering customers for E+ / Library membership, updating membership records as necessary, and signing up customers to use the Library Service out of hours through Open+ technology.
- Dealing with customer enquiries in person, digitally and via the telephone, in a courteous and timely manner.
- Assisting customers with ICT and printing queries.
- Emptying the returns' bins and shelving returned items quickly and accurately, whilst maintaining good order and appearance of the shelves.
- Promoting areas of stock by creating and updating new monthly displays and weeding areas of dead stock using monthly reports.
- Dealing with the deliveries and processing requested items.
- Supporting volunteers allocated to branches, assisting with their training and helping them to feel part of the team.
- To be familiar with library financial procedures, including cashing up routines, in line with audit requirements.
- To be prepared to lone work, as required.
- To be flexible and able to work at any of the other Bracknell Forest libraries, to meet operational requirements.
- To assist with the opening and locking up of libraries, ensuring that the buildings are fully secured at the end of staffed shifts.
- To be fully aware of Borough Health and Safety and Safeguarding policies and procedures and to assist with compliance.

## Scope of role

Budget: There is no budgetary responsibility

Resource Control: None

Impact: Demonstrating the relevance of the Library and Information Service to the local community  
Increasing lending and visits in all libraries  
Excellent customer care and support to colleagues

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

## PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	<ul style="list-style-type: none"> <li>Competent in use of Microsoft Office, with the ability to quickly learn other software packages to support the job role.</li> <li>Confident in the use of the Internet</li> <li>English and mathematics to GCSE or equivalent (Grades A to C or Levels 9 to 4).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Library Management systems.</li> </ul>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills.</li> <li>Excellent customer care skills, with a friendly and professional manner.</li> <li>Able to deal with queue situations calmly and efficiently.</li> <li>Able to work as part of a team, supporting colleagues and making a positive contribution.</li> <li>Able to develop good working relations with staff at all levels within the Library and Information Service and in other Borough Council departments.</li> <li>Ability to prioritise workloads, manage time effectively and take responsibility in the absence of a manager.</li> <li>Shows determination to achieve results.</li> <li>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with a broad range of clientele, including children and young people, in a frontline environment.</li> <li>Previous experience of working in public libraries.</li> <li>Knowledge of current Government initiatives affecting public libraries</li> <li>Experience of marketing tools and resources</li> </ul>
<b>Work-related Personal Requirements</b>	<ul style="list-style-type: none"> <li>Ability to stand for long periods.</li> <li>Ability to work quickly and accurately at all times and especially during busy periods.</li> <li>Willing to work alone when necessary to maintain operational requirements.</li> <li>Ability to work flexibly i.e. to swap shifts or work at other</li> </ul>	<ul style="list-style-type: none"> <li>Confident to stand in front of a group of people to lead an event or activity.</li> </ul>

	<p>Libraries at short notice when necessary to provide cover.</p> <ul style="list-style-type: none"><li>• The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</li><li>• Access to a car for work purposes.</li></ul>
<b>Other Work Requirements</b>	<ul style="list-style-type: none"><li>• A satisfactory enhanced Disclosure and Barring Service check.</li><li>• This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies.</li></ul>
<b>Role models and demonstrates the Council's values and behaviours</b>	<ul style="list-style-type: none"><li>• Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</li><li>• We make our values real by demonstrating them in how we behave every day.</li></ul>

**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

