



Job Description - Library Assistant

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Officer (Level 1)
Service	Chief Executive Office
Team	Community and Partnerships
Location	
Reports to	Kathryn Shelley, Libraries and Community Area Lead
Responsible for	N/A
Grade	4
Contract Type	Permanent

Main Accountabilities	
1.	To provide a responsive service to customers, residents and other users of Council services achieving a smooth and consistent customer journey delivered as locally and as close to the first point of contact as possible.
2.	<p>Service Delivery Accountabilities</p> <ul style="list-style-type: none">▫ Assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice.▫ Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of customer satisfaction.▫ Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.▫ Manage non-complex customer issues effectively and understand when to consult with others, including specialists. Maintain confidentiality in line with agreed policy and relevant data protection legislation.▫ To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
3.	<ul style="list-style-type: none">▫ Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.





	<ul style="list-style-type: none"> ▫ Equal Opportunities: To take positive action to ensure a thorough understanding of, and positive commitment to, equality in both service delivery and employment practices. ▫ Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults. ▫ Special Factors: These will vary from role to role as defined within the individual contracts of employment. ▫ Behaviour: Works within the Council’s “competency framework” and adheres to the Code of Conduct and the Council’s Constitution.
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Person Specification	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> ▫ Relevant work experience. ▫ Good standard of education, including excellent literacy and numeracy skills 	
Experience	<ul style="list-style-type: none"> ▫ Experience of working within an office ▫ Experience of working to tight timescale and with high levels of accuracy 	<ul style="list-style-type: none"> ▫ Experience within a customer-focused service providing excellent customer service ▫ Basic working knowledge of the policies and processes across some of the specialist areas
Skills/Knowledge	<ul style="list-style-type: none"> ▫ Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel ▫ Good written and verbal communication skills ▫ Ability to actively listen in order to extract and assess the important information 	

Purpose Details	
Service Purpose	To keep the library service open and available for the general public.
Role Purpose	To assist customers

Supervision and Relationships	
Supervision Received	Libraries and Community Area Lead
Supervision Given	N/A





Contacts	General Public
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Resources/Budget Management
No budget management, but required to handle cash and card payments.

Special Requirements
Willing to travel to other sites to help support the service.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N





Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	Y - in a public setting and not one to one
Working with Elderly/Vulnerable Adults	Y - in a public setting and not one to one
Work Environment Details	Working in a front facing public library setting with members of the public. Some lifting required. Ability to stand for long periods required.

Role Involvement	Details
Working with Children	Y - in a public setting and not one to one
Working with Vulnerable Adults	Y - in a public setting and not one to one
Both of the Above	Y - in a public setting and not one to one
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	N/A
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)





WOKINGHAM
BOROUGH COUNCIL

Re-checks

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Evaluation Declaration

Date of Evaluation:	14/09/2025
Evaluated by:	Stephanie Woods, Library and Community Area Lead

