

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DIRECTORATE:**

Sustainable Communities, Regeneration and Economic

**DIVISION:** Culture and Community Safety

**JOB TITLE:** **Senior Library Assistant**

## ROLE PROFILE

<b>Job Title:</b>	Senior Library Assistant
<b>Directorate:</b>	Sustainable Communities, Regeneration and Economic
<b>Division:</b>	Culture and community safety
<b>Grade:</b>	Grade 4
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Library Supervisor
<b>Responsible for:</b>	No direct line management responsibilities but will be overseeing the work of library assistants in their branch and responsible for work placement students and volunteers
<b>Role Purpose and Role Dimensions:</b>	To implement the policies and objectives of Croydon libraries and archives through the delivery of a high-quality library service as part of a team which meets the requirements of the local community, and the priorities of the Library and Culture & Heritage strategy
<b>Commitment to Diversity:</b>	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
<b>Key External Contacts:</b>	<ul style="list-style-type: none"><li>▪ Members of the public</li><li>▪ Third sector/voluntary organisations</li><li>▪ Community Groups</li><li>▪ Key Suppliers</li></ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"><li>▪ Libraries and archives management team</li><li>▪ Culture &amp; Heritage Team</li><li>▪ Library Supervisors</li><li>▪ Library staff</li><li>▪ Volunteers</li><li>▪ All Council departments and services</li></ul>

- IT services
- Facilities management services

**Financial Dimensions:**

- Accountability for all monies received following the correct cash handling procedures. Handling cash and cheques from the public in payment of fines, charges and other monies, using a cash register and ensuring that income is properly accounted for, escalating any discrepancies to Senior Library Supervisor
- Ensuring that payment for fines and other charges recorded on library managed system are reconciled on system
- Ability to take responsibility for the daily and monthly cashing up process
- Support implementation of new technologies for payments when required
- Ability to take responsibility for a service point. This will include cashiering, health and safety, admin, opening and closing of site, reporting and escalating building issues, and security procedures

**Key Areas for Decision Making:**

**Other Considerations:**

Croydon Libraries and Research Room currently operate between the hours of 9am-7pm Monday to Friday and 9am to 5pm Saturday, subject to future changes

The post holder will be expected to demonstrate flexibility in working hours and locations to support the needs of staff team and service delivery. This will require evening and weekend working and/or a change of location with prior notice

Participate in the Council's Civil Emergency exercises

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of**

**Key  
Accountabilities  
and Result Areas:**

**Customer  
care**

**Key Elements:**

This will involve:

- Delivering a high standard of customer service in libraries and archives, by adopting a customer focused approach at all times
- Work supportively as one of the team and liaising regularly with Senior Library Supervisor, Relief Team Supervisor and Library Supervisors, and overseeing the work of library assistants working in their branch, delivering services to customers, sharing tasks, seeking and providing training and support
- Opening and closing the building, ensuring all H&S procedures are followed, alerting FM or cleaners to any building issues, and escalating building issues to Supervisors and Managers as required
- Where a library building is shared with another party, oversee access to the building for smooth running of services and activities in line with the lease or other agreement, escalating issues as required to Senior Library Supervisor or Library Supervisor
- Communicating courteously and effectively with all customer enquiries, whether in person, on the phone, email or letter, seeking innovative ways in which to meet their requirements
- Promoting the benefits of library membership to all customers and ensuring the joining procedures are as straightforward and encouraging as possible, including Open+ membership
- To be responsible for a high standard of presentation which will include stock, information, furniture, cleanliness and presentation
- To be responsible for ensuring that PCs, printers, photocopiers and other libraries equipment are in working order, and dealing with any issues that arise, escalating as required
- To ensure that library administrative tasks are carried out; and that the correct procedures and policies are adhered to, especially in regard to opening and closing routines and

site security

- Assisting customers in using photocopiers and other library equipment including support getting online and using the internet
- Oversee the smooth running of regular and special activities, promote library services by hosting visits from schools and groups, and participate in library community engagement events and activities
- Liaising with Council service partners and their clients, providing a welcoming and productive space in the library, and with other library service points on behalf of customers

## Resource management

This will involve:

- Using the library management system to issue, discharge renew and reserve books and other materials
- To have sufficient knowledge of the library management system to utilise all the appropriate functions for self and colleagues
- To undertake all library administrative procedures associated with library membership including enrolling new members, encouraging the use of Open+, replacing lost tickets and resolving other queries that may occur
- To be capable of helping ensure that PCs, printers, photocopiers and other libraries equipment are in working order, and dealing with any issues that arise
- Ensure that additions to stock are made available to the public without delay
- Display and distribution of community information
- Monitoring the condition of returned stock, setting aside items in need of attention
- To repair damaged items and discard material on the computer system
- To process circulating stock collections
- To ensure a high standard of presentation which will include information, furniture, cleanliness and shelving, tidying and display of stock,
- To support the display and promotion of Croydon collections including exhibitions

This will involve:

## Performance management

- Contributing to achieving service-wide targets in the library service plan and departmental plan
- To demonstrate the ability to identify service improvements and develop proposals for change
- To actively support and encourage colleagues, working as

a team to provide support, improve performance and provide training

- Involvement in service-wide reviews and assessment processes as required
- Ability to undertake the daily and monthly cashing up process
- Submitting and inputting administrative statistics as and when required

## Community engagement

This will involve:

- Supporting the promotion of Croydon's archive and museum collections, working with Borough Archivist and Culture & Heritage team
- Liaising with Council service partners and their clients, providing a welcoming and productive space in the library
- Taking responsibility in the branch for service-wide initiatives on behalf of the library, archives, and culture and heritage team – for example assisting with exhibitions, events and promotions linked to universal offers and cultural calendar
- Participating in library community engagement events and activities e.g. Rhyme times for children, school visits, 'surgeries' and events which may involve some evening work and working outside the library building
- Preparing and mounting displays, co-ordinating book promotions in the library as required

## Learning and development

This will involve:

- Having a proactive approach to post holder's own learning and development
- To demonstrate success in leading on library events, activities and promotional activities
- Participating in appropriate learning and development opportunities within the Council
- Training new staff, volunteers, work experience students and visitors in branch systems and procedures

*The specific duties of the post may change from time to time as the service develops into different areas of provision without altering the nature of the post*

## Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

# Person Specification

**Job Title:** Senior Library Assistant

**Essential knowledge:**

- Sound understanding of what constitutes a successful library service
- Understanding of health and safety and safeguarding in a library environment
- Understanding of the local government context and the role that libraries can play in addressing the wider priorities of a council (such as health, wellbeing, worklessness, culture etc)

**Essential skills and abilities:**

- Ability to work effectively as part of a team
- Ability to be resilient and embrace change
- Ability to use own initiative
- Ability to interact with internal and external contacts, displaying a professional attitude at all times
- Ability to be effective initial point of contact for customer enquiries for libraries and archives
- Ability to resolve complex customer enquiries using a range of resources
- Empathy with children and young people
- Understanding of community engagement, ability to involve the local communities in library services, and ability to host both school and group visits
- Ability to demonstrate proven customer focus and customer service skills
- Ability to communicate confidently and assertively with colleagues, customers, volunteers and partners
- Excellent attention to detail
- Flexibility to work outside of normal office hours or at different branches at short notice
- Committed, loyal, highly motivated and tenacious
- Able to work unsupervised whilst remaining a team player
- Sufficient proficiency in the operation of the Library service ICT to solve the majority of issues
- Ability to competently use the core Microsoft Office suite (excel, Word, PowerPoint and Outlook), communication tools such as MS Teams and library management systems (LMS)
- To be flexible and have the ability and experience to manage change

**Essential experience:**

- Experience of delivering a customer focused service
- Experience of working effectively as part of a team
- Experience of working in a results-orientated environment

**Special conditions:**

- To be able to work at any Croydon library and travel between libraries
- Ability to work the hours stated; including evenings and

### Saturdays

- Wearing of a photo ID/name badge
- Adhere to Council dress code