

Role Profile

Part A - Grade & Structure Information

Job Family Code	4PE	Role Title	(Prison) Library Assistant
Grade	PS4	Reports to (role title)	Prison Librarian
		Directorate / School	Legal, Democratic and Cultural Services
JE Band	135-160	Service / Department	Cultural Services
		Date Role Profile was created	Aug-23

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To provide a library service for the prisoners, comparable to a small branch library, bearing in mind their special needs, performing clerical routines and dealing with enquiries to ensure the efficient operation of the library. The role holder will be the first point of contact for users, responding to enquiries from prisoners, officers and Education staff, while maintaining the security of the prison library at all times. They will, when necessary, take the responsibility for the delivery of the service in the absence of the librarian and ensure, when necessary, the maintenance of relevant records.
Work Context	Library Assistants will be supervised by the Librarian, who will take responsibility for decision- making.
Line management responsibility if applicable	None, but undertake supervision of the library orderly as appropriate.
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Provide an efficient service to members of the public to contribute to the delivery of the service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May support the delivery of chargeable services. <p>Work with others</p> <ul style="list-style-type: none"> • Provide advice and guidance to members of the public on relevant services which may include public reception or security. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • May be required to maintain accurate records or systems in accordance with service procedures. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths. • Accuracy and ability to follow instructions. • Able to manage own time effectively and to work effectively and flexibly as part of a team. • Experience of maintaining written records and systems. • Experience of working in a team. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public. • Good IT skills.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> ●Completion of the Induction and Training Programme. ●Knowledge and previous experience working in a library or customer focussed environment . ●Team worker with problem solving skills, and the ability to work effectively in a busy multi-tasking environment. ●Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. ●An interest in, and enthusiasms for, books, reading / lifelong learning / information provision / virtual services. ●A positive attitude to training and personal development; and an enthusiasm to help the public and deliver high quality customer service. ●Ability and willingness to assist in the training and supervision of the prisoner library assistants as directed by the librarian. ●Ability to carry out computer procedures related to the library management system. ●Ability to support the librarian in the provision of reader development activities as required. ●Ability to work effectively under pressure and to flexible patterns and practices.
<p>Role Summary</p>	<p>Roles at this level provide practical services to members of the public under the direction and guidance of more senior colleagues. They will be expected to be able to plan and organise their own workload, on an hour-to-hour and day-to-day basis within clear procedures. Role holders need to have the ability to acquire a basic knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. Entry to this level may be through some relevant work experience and general education.</p>

<p>Reference Number</p>	<p>BM-2023-326</p>
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