

Role Profile

Role Title: Library Assistant - Grade PS4

Reports to (role title): Branch Manager

The below profile describes the general nature of work performed at this level. 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 role profiles on a regular basis.

Role Purpose:

- You will deliver excellent customer service to all ages and backgrounds. Your role will be to work with your local community building understanding and working proactively with them to create a service that works for their needs.
- You will contribute to library service objectives supporting delivery of the Business Plan

Work Context:

- As a Library Assistant you will be in a customer facing role in a public environment which can be mentally and physically demanding. You will be expected to be proactive and always maintain a positive attitude towards all staff and customers.
- You will assist in the day-to-day operations of front-line service delivery working under the supervision of senior library staff. This includes working with stock, stock management systems and online information resources
- You will need to work flexibly to meet the library opening hours, including evening and weekends. You will be required to work alone at times and may need to travel to work at other library locations within Surrey.

Representative Accountabilities:

typical accountabilities in roles at this level in this job family

Service Development

- Good understanding of local community needs to provide and deliver and a high-quality effective service.
- Developing connections with stakeholders and communities.
- Show a passion and enthusiasm for books and reading. Delivering library services including knowledge of digital services, information, stock work
- Actively promoting the core library offer which includes enabling education, cultural activities, social interaction, and economic enablement.
- Participate in achieving performance targets, by increasing book issues, visits, new membership, and income generation.

Planning & Organising

- Plan and deliver activities and events, supporting local and national initiatives, including Rhymetime and Storytime

Finance/Resource Management

- Support the delivery of chargeable services.
- Work with book stock, stock management systems and online information resources

Work with others

- Working alongside and maintaining good relationships with colleagues, volunteers, stakeholders, and partners.

Analysis, Reporting & Documentation

- Required to maintain accurate records and systems in accordance with service procedures.
- Required to analyse and report on information.

Skills and Behaviours

Able to:

- ✓ prioritise and manage own time effectively.
- ✓ work efficiently and flexibly as one part of a successful team, with a “can-do” attitude:
- ✓ communicate confidently and politely providing a high standard of customer care.
- ✓ follow instructions.
- ✓ work well under pressure and maintain mental resilience when working in a busy environment.

Demonstrate:

- ✓ a positive attitude towards learning and personal development with an enthusiastic approach to learning new skills.
- ✓ a good level of digital capability and use of digital tools and applications
- ✓ basic numeracy and literacy.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively and promote equal opportunity.

Health, Safety & Welfare: Adherence to safe working under the health and safety policy and Risk Assessments.

Role Summary

Roles at this level provide practical services to members of the public under the direction and guidance of more senior colleagues. You will need to have the ability to acquire a basic knowledge of systems, and work following clear procedures and best practice guidelines.