

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PE	Role Title	Senior Library Assistant Warlingham
Grade	PS5	Reports to (role title)	Community Library Coordinator
		Directorate	Community and Customers
JE Band	161-191	Service	Library Service
		Team	Warlingham Library
		Date Role Profile was created	Oct-21

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	<p>The Senior Library Assistant at Warlingham is responsible for delivering a modern public library service for Surrey County Council in partnership with Warlingham Parish Council. The role holder will deliver a service to all ages and backgrounds with a local focus providing excellent customer service. They will manage all aspects of the day to day operation of the library, assisted by volunteers provided by the Parish Council.</p> <p>The Senior Library Assistant supervises and directs the operational activities of volunteers to support transactions and deliver a programme of activities to customers. They also support and assess volunteer needs, leading on the delivery of training to ensure the provision of a first class modern library service.</p> <p>They contribute to, and support, promotion of the library service within the local community, assisting Warlingham Parish Council to achieve an increase in membership, visits and issues.</p>
Work Context	<p>The Senior Library Assistant is based at Warlingham Community Library, which is a Community Partnered Library. This is a customer facing role in a public environment and can be mentally and physically demanding. They are required to work flexibly to meet the library opening hours, and to travel to and work from any library locations within Surrey as and when required</p> <p>The Senior Library Assistant is directed, guided and supported by their manager. They liaise, and work closely with, the Volunteer Co-ordinator appointed by Warlingham Parish Council who manages the volunteers.</p> <p>They are proactive and maintain a positive attitude towards volunteers and customers at all times.</p>
Line management responsibility if applicable	N/a
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"> • Support and contribute where appropriate to the management or ongoing development of the service. • Raise awareness of the service by supporting relevant public relations activities. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and deliver allocated activities within agreed processes and frameworks. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May provide or 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 specialist services. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May be required to supervise volunteer and work placements. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information. • Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area. <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 maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Vocational Qualifications Level 2 or equivalent in relevant field. • Some knowledge of the specialist service area. • May be required to hold specialist skills relevant to the service area. • Good IT skills. • Able to manage own time effectively and identify priorities. • Good organisational skills with the ability to work effectively and flexibly as part of a team. • Ability to provide high standards of customer care. • Good interpersonal skills and able to provide a high standard of customer care. • Able to communicate effectively and politely with members of the public.
<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"> • Evidence of a positive attitude to training and continuing personal and professional development. • Practical experience working in a library or customer focussed environment. • Knowledge of the provision of a library service and some awareness of national library initiatives and developments. • Clear understanding of and commitment to equality and diversity in service delivery and employment. • Positive attitude to volunteers and volunteering. • People skills with the ability to relate with tact and respect to a diverse range of colleagues, volunteers and other stakeholders. • Competent in the use of general and service specific software applications and systems, with the ability to support customers to use them. • Ability to work effectively under pressure in a busy multi-tasking environment. • Flexibility to respond to competing demands. • 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 to work to flexible patterns, practices and in a variety of locations, including unsocial hours when necessary, as well as evenings and planned weekends.
<p>Role Summary</p>	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>
<p>Reference Number</p>	<p>BM-2022-115</p>