

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 1/2PE | Role Title | Weekend Library Assistant |
| Grade | PS1/2 | Reports to (role title) | Library Supervisor |
| | | Directorate / School | Education, Lifelong Learning and Culture |
| JE Band | 98-113 | Service / Department | Library Service |
| | | Date Role Profile was created | Jun-20 |

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.

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| Role Purpose including key outputs | To provide frontline services across Surrey County Council libraries to customers of all ages and backgrounds ensuring an excellent customer care and service delivery at all times |
| Work Context | Weekend Library Assistant is a customer facing role in a public environment. The role holder will serve customers face -to- face, over the telephone and online. They should be proactive and maintain a positive attitude towards customers and staff. They will be supervised by senior library staff when carrying out duties and responsibilities. They are expected to work from any library locations within Surrey. The work involves manual handling, routine tasks and floor walking as required to provide an efficient and effective library service to all users. |
| Line management responsibility if applicable | N/A |
| Budget responsibility if applicable | N/A |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Service Development</p> <ul style="list-style-type: none"> Assist in the daily running of a service to contribute to the effective delivery of the service. <p>Planning & Organising</p> <ul style="list-style-type: none"> Carry out basic services in accordance with organisation's procedures and guidelines. <p>Work with others</p> <ul style="list-style-type: none"> Provide advice and guidance to members of the public on standard processes and enquiries. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> May be required to maintain documents or items (e.g. costumes) in accordance with basic and standard 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> |

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| Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics | <ul style="list-style-type: none"> • Basic numeracy and literacy, with potential for further study where appropriate. • Good listening skills and enthusiasm to learn. • Accuracy and ability to follow instructions. • Able to exchange basic information verbally or in writing. • Knowledge of how to provide high standards of customer care. • Able to work as part of a team. • Basic IT skills. |
| Details of the specific qualifications and/or experience if required for the role in line with the above description | <ul style="list-style-type: none"> •An understanding of public library service and high standards of customer care required at all times •Knowledge of books shelving arrangement in fiction and non-fiction categories •Experience of working in a public environment and the ability to communicate clearly both verbally and in writing with customers •Ability to work independently and as part of a team. For example- participating in putting up stock displays, helping team members with stock tidying, carrying out book reservation checks etc. •Ability to demonstrate positive attitude towards work and personal development with a can-do approach •A strong interest in books and reading and ability to promote libraries core offer of lifelong learning, reading, information, health & wellbeing and digital services. •An understanding of library performance data and contribute towards meeting service targets of book issues, visits, new membership etc. •Actively participate in delivering of events and activities i.e, story time, IT classes, class visits, craft workshops etc. under the direction and supervision of senior library staff. •Ability to multi-task in a busy environment and maintain mental resilience when working with customers and dealing with difficult situations. |
| Role Summary | <p>Roles at this level typically work as part of a team performing routine duties to support a public facing service. They will usually have little prior knowledge or experience and will be interested in pursuing a career in the organisation. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision. Work is typically to short deadlines therefore, there is little or no need to plan or prioritise work. They are given the opportunity to learn about a range of activities and procedures, developing capabilities though learning on the job and/or formal study.</p> |
| Reference Number | <p style="text-align: center;">BM-2021-320</p> |