

Role Profile

Part A - Grade & Structure Information

Job Family Code	4PE	Role Title	Library Assistant
Grade	PS4	Reports to (role title)	Supervisor
		Directorate / School	Education, Lifelong Learning and Culture
JE Band	135-160	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.

Role Purpose including key outputs	To deliver a modern public library service for Surrey County Council to those who live work or study in Surrey. The role holder will deliver a service to all ages and backgrounds with a local focus providing excellent customer service. They will help in building up an understanding of local communities and be able to make the most of opportunities as they come along. They will contribute to library service objectives by supporting transactions and the delivery of the programme within library buildings.
Work Context	<p>Library Assistant is a customer facing role in a public environment and can be mentally and physically demanding. They will assist in the day to day operations of front-line service delivery. They will work under the direction and supervision of library supervisors and managers</p> <p>To be proactive and maintain a positive attitude towards staff and customers when handling queries</p> <p>The role holder will be required to work flexibly to meet the library opening hours which includes evening and weekends. They may be required to work alone at times. They will also need to be willing to travel to and work from any library locations within Surrey as and when required</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"> • 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"> • Understanding of a modern public library service and experience of working in a library or other customer focussed environment • Good understanding of customer needs and dealing with customers in a busy and multi facet environment whilst ensuring high standards of customer care at all times • Assist library supervisors in the day to day operational delivery of services including the programme of events and activities, stock work and digital services • Act as library champion and show an interest in and enthusiasm for, books and reading and actively promote core library offers which includes reading, learning, information, health & wellbeing and digital • Participate and contribute towards achieving library performance targets including book issues, visits, new membership, income as agreed with senior library managers • Ability to work independently and as a team in achieving service objectives and annual library business plans • Demonstrate a positive attitude towards learning and personal development with a can-do approach • Ability to work under pressure and maintain mental resilience when working in a busy environment. • Experience of dealing with cash and taking payments. • Ability to help senior library staff with transactional functions like room bookings, handling customer queries and preparation of activities and programme delivery • Ability to supervise library volunteers and maintain good relationship with stakeholders and partners in the library buildings • Knowledge and awareness of the Library management system and its various modules that assists in retrieving information and helping with customer queries
<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-2021-321</p>