

Job Profile and Working for Stockport

Stockport
team
ambition
respect

Stockport
to keep the people of Stockport at the heart of what we do.

Team
to succeed as a team, collaborating with colleagues and partners.

Ambition
to drive things forward with ambition, creativity and confidence.

Respect
to value and respect our colleagues, partners and customers.

Our Council

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

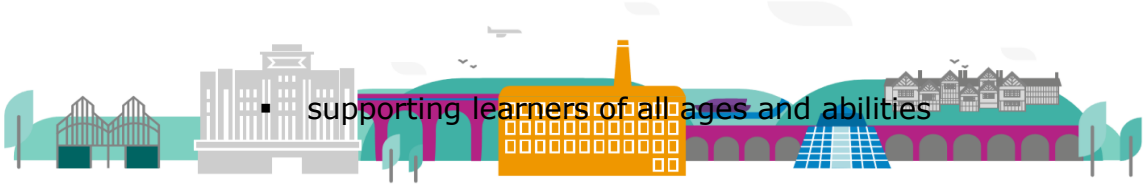
We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/

STOCKPORT
METROPOLITAN BOROUGH COUNCIL

disability confident EMPLOYER

ARMED FORCES COVENANT



About the Job

Role:	Casual Library Assistant
Service Area:	Libraries
Directorate:	Corporate and Support Services
Salary Grade:	Scale 2 – SCP 4

Main Purpose of the Job

To assist in the provision of efficient and effective service to customers in accordance with specified procedures in order to achieve the library services commitment of:

- providing high quality information and access to advice
- making a positive contribution to the cultural life of the community
- ensuring our services are available to everybody

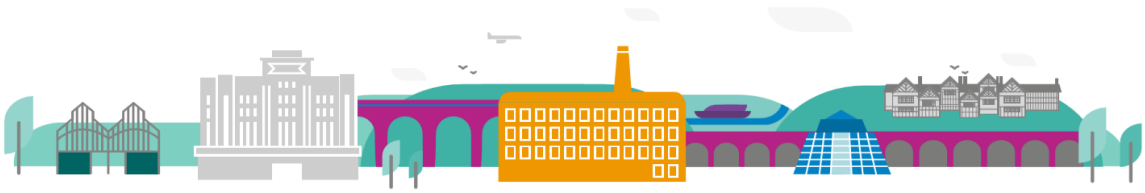
Key Responsibilities

- Customer facing duties

Issue, discharge and renew books, audio-visual items and other materials using the Library Management System or other appropriate methods.

Perform related counter duties according to the demands that are placed upon the service including:

  - To calculate and accept income for overdue items, lost and damaged items, loans charges, reservations, sale of publications, withdrawn books.
  - To accept income and issue receipts on behalf of the library service and other council departments.
  - Booking customers onto Public Access PCs via the appropriate booking software and printing out items as required.
  - To process renewal applications made in person or by letter, telephone or email.
  - To register new members and welcome them to the service.
  - To accept, process and locate readers requests by the appropriate means as determined by Stockport Library and Information Service Procedure.
  - To notify readers when requests are available for collection by the appropriate means and keep appropriate records.
- To meet and greet residents and non-residents in a friendly, welcoming and sympathetic manner demonstrating an expected level of customer care at all times.



- To provide general information and respond to enquiries that are made by customers either in person, by telephone or email concerning the Library Service, Stockport MBC or other organizations and recording the enquiry by appropriate means.
- To develop knowledge of the materials and information sources within Stockport Library Service and Stockport MBC, via the appropriate mediums, in order to be able to assist customers effectively.
- To assist customers in the use of public access computer terminals, self service terminals, photocopiers and other library equipment and resources as necessary.

- General Library Duties

- To straighten library shelves, return stock to the correct arrangement. To shelve returned stock and monitor its condition.
- To locate items to be sent to other sites via telephone, email, and rotation list or as directed by Library Assistants and Library Officers.
- To assist in the tidiness and good housekeeping of the library.
- To assist in carrying out opening and closing procedures for the library including locking and unlocking the building, setting alarms etc. as required.
- To carry out such other duties appropriate to the post as may be assigned.
- To promote and assist with Library and other agencies events such as Summer Reading Challenge, Bookstart among others.
- Keep updated with library and corporate communications

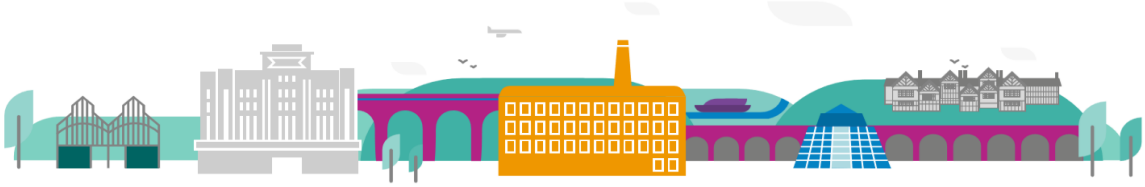
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.

- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

Able to communicate effectively with a wide range of people within the organisation and community.
A good working knowledge of computers.
Ability to relate to a diverse range of client groups.
Ability to maintain precise cash handling records.
Ability to file in alphabetical/numerical order
Ability to work effectively as part of a Team.
Ability to deal effectively with awkward/difficult situations
Ability to work flexibly, covering a wide range of tasks
Ability to adopt a customer focused approach.