

Job Description and Person Specification Profile

Job Title	Library Assistant
Job ID	B08
Service	Libraries
Grade	D
Reporting to	Library Manager

The Role

This role will be responsible for assisting in the provision and delivery of library and information services to customers throughout the services and work groups and to deliver library material to vulnerable residents in the community

Main Duties and Responsibilities include:

- Undertaking general library routines.
- Dealing with enquiries and supplying information as required.
- Assisting members of the public to gain access to Council services.
- Giving basic assistance and support to users of computers.
- Taking payments on behalf of the Council.
- Delivering rhyme or story time sessions to pre-school children
- Assisting managers with various procedures, activities and events.
- Responsibility for routine clerical procedures and compilation of statistics as required.
- Logging information accurately and having good record keeping skills.
- Assisting in the promotion and delivery of services to all groups and individuals within the community including the socially excluded in line with Council policy.
- Delivering the service at any library within the borough and ensure the building is a safe, secure and healthy environment.
- Undertaking training required to acquire the necessary knowledge and skills to deliver the range of services relating to the post
- Flexibility in all aspects of the role
- Assisting in other work groups as required.
- Undertaking such other duties as reasonably correspond to the general character of the post and its level of responsibility.

About You

Your essential skills, knowledge and experience (assessed by application and interview)

- Helpful and friendly manner
- Good interpersonal skills
- Good communication skills (oral and written)
- The ability to converse at ease with service users/customers and provide advice in accurate spoken English
- Experience of and confidence in dealing with the public
- Ability to stay calm when working under pressure
- Confidence in singing and reading to children within a library setting
- General clerical procedures
- Experience of working with computers and knowledge of Office applications software
- Good record keeping skills
- Well organised and motivated
- Ability to work alone and as part of a team
- Logical approach to problem solving
- Willingness to undertake post related and ICT training
- Ability to work flexibly to meet the needs of the service
- An understanding and commitment to equal opportunities
- Non-judgemental approach
- Empathy with client groups

If you have the following experience or qualifications – then that's great!

- 4 GCSE standard passes at A to C/4-9 including English and Maths or equivalent qualification or experience
- ECDL/CLAIT or similar IT qualification
- Experience of working in a library
- Experience supporting computer users
- Experience working with council information systems
- A desire to aspire to promotion opportunities
- Knowledge of library digital services

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

