

Job Description and Person Specification

LIA - Housebound

Job Details	
Grade	GRD3
Service	Transformation & Change
Location	Tile Hill Library
Job Evaluation Code	A5812

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
Provide a Library Service for housebound readers by delivering books, coordinating with libraries and producing newsletters. Undertake daily library service point duties under the Library Manager's supervision, contributing to high-quality customer service and efficient library operations.

Main Duties & Key Accountabilities
Delivering books to housebound customers, planning delivery routes. Possession of a clean driving licence is essential

Updating and maintaining computerised and manual filing systems while ensuring confidentiality requirements comply with GDPR and data protection regulations.
Analysing and interpreting information from databases and systems to provide management information and reports as required
Assessing new applications for the housebound service by implementing the criteria for admission to the scheme
Issuing, discharging, renewing, reserving, processing and location of library materials (both print and digital) and registering new users.
Providing the public-facing library service with excellent customer care, including listening, written and verbal communication. Addressing customer queries and concerns effectively by searching for information, problem solving and signposting to other organisations.
Implementing cash handling procedures, including accepting payments, operating tills, reconciling cash, and issuing receipts following the City Council's accounting guidelines.
Assisting in keeping the library space, library materials, displays and notice boards in good order and compliant with Health and Safety
Promoting the library by creating exhibitions, displays and stock promotions using graphic and other skills as appropriate
Operating and supporting library users to use library equipment e.g. public use computers, digital equipment, photocopiers, and self-service machines.
Supporting the promotion of the Library Service by delivering or facilitating events, including Storytimes, Rhymetimes, Readers Groups, Class Visits, Friendship Groups.
Putting forward suggestions for, and participate in, discussion of improvements in service
Undertaking relief duties in all other Libraries as appropriate
Undertaking as required Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience e.g. open and close, set and reset alarms and take responsibility for the Library as Senior Person on Duty

Key Relationships

External:	Housebound users Members of Public Community Partners
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Internal:

Library Service colleagues
Council employees

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

No staff management

Person Specification

Requirements

Knowledge	Understanding of Library Services in Coventry
	Understanding of needs of people who are housebound
	Display an appreciation of equal opportunities in the workplace
Skills And Ability	Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager
	Effective communication and customer service skills, including supporting housebound users and adapting responses to individual needs.
	Ability to provide a professional customer service, answering queries and problem solving
	Ability to manage information accurately using both manual and digital filing systems, ensuring

	records are organised and easy to locate.
	Ability to operate or be trained in the use of electronic equipment including a cash till
	Ability to promote the service, including giving talks at outreach events
Experience	Demonstrate relevant experience that has involved contact with members of the general public e.g. voluntary work, paid employment in a customer service environment, work experience placements, projects undertaken from school/college, etc.
	Demonstrate experience of using standard computer packages e.g. Internet, email, office applications
Special Requirements	Rota may include weekends and evenings, and working at any service point within the city as and when required. Role involves physical activity, including standing/moving and handling/sorting library resources.
	Ability to drive and hold a clean UK driving licence.
	This post is exempted under the Rehabilitation of Offenders Act 1974. Appointment is conditional upon receiving satisfactory police record checks via Disclosure and Barring Service (DBS).