

Job Description and Person Specification



Job Description

Job Title	Library and Information Assistant Relief Register
Grade	Grade 3
Service	Libraries, Advice, Health and Information Service
Reports to	Duty Manger (Central Library) or Senior Library and Information Assistant (Community Libraries)
Location	Central Library or Community Libraries
Job Evaluation Code	Y5570D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

To deliver a public library service which meets community needs. To be provided with a high level of customer service and operational efficiency

Main Duties & Key Accountabilities

Core Knowledge

1. Deliver the front public facing Library service to a high level of customer care, including:- listening skills, communication skills both written and verbal and dealing with customer queries and concerns about the service
2. Answer enquiries by searching for information, problem solving and signposting to other organisations
3. Issuing, discharging, renewing, reserving and processing library materials, (both print and digital) and registering new users.
4. Cash handling procedures including, taking payments, using tills, cash reconciliation and issuing receipts in accordance with the City Council's accounting procedures.
5. Actively maintain a welcoming library space; including returning library materials to correct locations and maintaining a pleasant environment
6. Promoting the library by creating exhibitions, displays and stock promotions using graphic and other skills as appropriate
7. Operates and also supports library users to use library equipment e.g. public use computers, digital equipment, photocopiers, and self-service machines.
8. Use a variety of databases, the internet, Microsoft packages and Library computer systems
9. Prepare and deliver events within and outside Libraries such as story times, rhyme times, and deliver school visits, community events, readers groups, conversation cafes and digital events both inside and outside the Library.
10. Actively promote the library service and the current Library offer including talking about the latest books, reading for pleasure and events
11. Undertake relief duties in all Libraries as appropriate
12. Undertake 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
13. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of Public	Internal Library Service
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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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

When taking responsibility for
service point, responsible for
other staff

Person specification

Job Evaluation Code	Y5570D
Knowledge	
1. Display an appreciation of workforce diversity and inclusion.	
2. Display an understanding of computer literacy, use of PC equipment to answer enquiries	
3. Display skills in numeracy to accurately file library items and handle cash	
4. Fluency required in both written and spoken English.	
Skills and Abilities	
1. Ability to provide professional customer service	
2. Demonstrate effective communication skills both written and verbal	
3. Ability to work with a range of users proactively, responding to differing needs, e.g. people from a variety of cultures, different backgrounds, ages, abilities and people with disabilities.	
4. Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager	
5. Ability to record and sort information accurately and so that other people can understand it, e.g. statistical data, taking of messages	
6. Ability to operate or be trained in the use electronic equipment including a cash till	
7. Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems	
8. Ability to promote the service, with events such as rhymetime, story time and class visits both in the library and at outreach events	
Experience	
1. 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.	
2. Demonstrate experience of using standard computer packages eg internet, email, office applications	
Qualifications	
Special Requirements	
1. Ability to undertake regular evening and weekend work and work at any service point within the city as required, possibly at short notice	

2. Ability to stand or move around for periods of time in the library or at outreach events.

3. Ability of manual handling to move Library stock and other resources, trolleys, and library furnishings.

Date Created

Date Reviewed

January 2023