

Job Description and Person Specification



Job Description

Job Title	Library Services Assistant
Grade	Grade 2
Service	Libraries, Advice, Health and Information Service
Reports to	Duty Manager
Location	Central Library
Job Evaluation Code	Y5591D



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

Under the supervision of the Duty Manager – Library Services assists in the provision of support services for the Libraries & Information Services and undertakes caretaking, security, transport and other support services as requested.

Main Duties & Key Accountabilities

Core Knowledge

Drives the Library Service vehicle(s) as appropriate and checks to see that it has adequate fuel, oil, water, tyre pressure etc. Undertakes appropriate deliveries for the Library Service including loading and unloading of the vehicle and liaising with library staff. Drives other Departmental vehicles as appropriate and as required.

Undertakes security duties in relation to library premises including locking and unlocking procedures, patrolling buildings and surrounding areas, operating electronic surveillance equipment, reporting to the supervisor anything unusual or suspicious, etc.

Supports other library staff in ensuring the security of library buildings and their contents and of library staff in dealing with members of the public, including checking property for suspicious packages, dealing with disruptive library users, liaising with other City Council services, e.g. the Security Unit and other organisations, e.g. the police.

Provides a commissionaire service: directing members of the public, answering enquiries and referring to other members of library staff, as appropriate, assisting with deliveries, etc.

Reports to the supervisor any faults or problems discovered within and around library premises, with particular regard to the health and safety of staff and the public.

Undertakes specified cleaning and maintenance work and minor repairs (see Appendix) to ensure that the interior and exterior of Library Service premises are cleaned and maintained to a high standard, as directed by the supervisor and adhering to the City Council's health and safety codes of practice.

Provides assistance to other staff members who carry out maintenance/repair tasks, as directed by the supervisor.

Liaises with the supervisor to ensure adequate stocks of appropriate maintenance and repair items, e.g. tools, nuts, bolts, nails, screws, etc.

To be aware of health and safety procedures and guidelines and to ensure that staff and customer safety is of the highest priority.

Provides porter and message services and undertakes special deliveries as required.

Prepares books, records and cassettes and other library materials for sale to the public, including categorising and stamping of books, setting up of furniture in the sale area, moving of materials from storage to the sales area, clearing away after sales, etc.

Assists in setting up and clearing away exhibitions and displays, including the moving of display equipment and furniture to and within the appropriate areas.

Carries out certain library duties, including the packing and unpacking of library materials, arrangement of library materials on shelves, etc. as directed by the supervisor and in liaison with other library staff.

Possession of a clean driving licence is essential.

Undertakes all the duties and responsibilities of the post with due regard to the City Council's Equal Opportunities Policy.

Such other duties as are within the scope of the spirit of the job purpose, the title of the post, and its grading. be aware of health and safety procedures and guidelines and to ensure that staff and customer safety is of the highest priority.

Provides porter and message services and undertakes special deliveries as required.

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Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal

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:

N/A

Person specification

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Knowledge	
Display an awareness of Equal Opportunities in the workplace	
Display a basic understanding of the Health and Safety at Work Act	
Skills and Abilities	
Demonstrate an understanding of security skills – locking/unlocking premises; patrolling buildings, etc	
Ability to record information in writing so that other people can understand it, e.g. completion of forms.	
Demonstrate verbal communication skills, e.g. dealing with enquiries by listening, seeking clarification, giving information face to face, giving and receiving information by telephone.	
Ability to put customer care into practice, treating all library users in a welcoming and courteous way and responding to differing needs, e.g. people from a variety of cultures and people with disabilities.	
Ability to drive, be in possession of a full driving licence and be able to undertake a driving assessment in accordance with the City Council's Driving Policy	
Ability to follow specified routes within the City e.g. using maps etc	
Ability to do specified cleaning and maintenance work and minor tasks e.g. fixing shelves, repairing window catches, with the minimum of supervision (See appendix 1 for examples of the range of tasks which may be required)	
Ability to work as part of a team	
Ability to move or lift furniture, library stock	
Ability to undertake regular evening and weekend working	
Experience	
Demonstrate relevant experience that has involved contact with members of the general public, e.g. voluntary work, paid employment, work experience placements, projects undertaken from school/college, etc.	
Qualifications	
Possession of a clean driving licence is essential	
Special Requirements	
Willing to work at any service point within Coventry City libraries	

Date Created		Date Reviewed	24 October 2022
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Appendix 1

Library Services Assistant

Minor Maintenance and Repair Tasks

Cleaning: interior/exterior

Light fittings

Windows

Blinds

Toilets

Walls

Lifts

Assist with the cleaning of carpets

Other flooring

Air Vents

Removal of chewing gums, etc.

Gardening

Mowing/trimming grass

Trimming/cutting branches

Pruning, digging, weeding

Minor fencing repairs

Painting: Interior, Exterior

Minor painting tasks e.g. filling cracks, touching up paintwork on walls, ceilings and floors

General

Minor repairs to chairs, desks, drawers, etc.

Replacing and regluing tiles

Assembling ready-made kits e.g. shelving, desks and display/leaflet racks

Erection and re-fitting of ready-made notice boards, shelves, racking, etc.

Minor repairs and oiling of door hinges, locks, door closers, etc.

Clearing and removal of rubbish and debris

Replacement of complete ceiling tiles