

Job Description and Person Specification



Job Description

Job Title	Library and Information Assistant – Contact and Connect Arabic Speaker
Grade	Grade 3
Service	Libraries Advice, Health and Information Service
Reports to	Contact and Connect Team Co-ordinator
Location	Central Library
Job Evaluation Code	Y5610D



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 general supervision of the Library Services Co-ordinator/Library Manager, to undertake duties relating to the day-to-day operation of library service points, contributing to a high level of customer service and operational efficiency.

Main Duties & Key Accountabilities

Core Knowledge

- Assist members of the public by carrying out all duties with courtesy and efficiency.
- Issue, discharge and renew library materials through the library computer system in accordance with current procedures.
- Register new users, making appropriate checks on the computer system, issuing user tickets and entering user details on to the computer database.
- Answer personal or telephone enquiries, using the computer system and/or other information sources, either directly or by referral to other staff.
- Assist library users with the reservation of library items and undertake reservation procedures.
- Respond helpfully to user complaints and by referral, where appropriate, to a senior member of staff.
- Assist senior staff with cash handling procedures as required, in accordance with the City Council's accounting procedures.
- Assist in keeping library materials, displays and notice boards in good order and replace returned library materials in the correct locations.
- Prepares books and other library materials, posters, etc. for exhibitions and displays, using graphic and other skills as appropriate.
- Repair books and other library materials and pack books and other materials for binding and other library operations.
- Assists library users in the operation of library equipment such as scanners, self-service machines, photocopiers and with the use of basic

computer packages and internet searches.

- Put forward suggestions for, and participate in, discussion of improvements in service.
- Participate, as required, in developing and maintaining contacts with the community served and in promoting and developing library services through appropriate outreach activities within the community served.
- Undertake relief duties in other sectors of the library service as appropriate.
- Undertake occasional Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the 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:

N/A

Person specification

Job Evaluation Code	Y5610D
Knowledge	
Display an appreciation of equal opportunities in the workplace.	
Display an understanding of customer service and working with the public	
Skills and Abilities	
Ability to read, write and speak English and Arabic	
Demonstrate effective communication skills in the work-place and towards providing a professional customer service.	
Ability to provide a professional customer service, putting customer care into practice, and treating all library users in a welcoming and courteous way.	
Ability to work with a range of users proactively, responding to differing needs, e.g. people from a variety of cultures or ages, including young people and people with disabilities.	
Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager.	
Ability to record and sort information accurately and so that other people can understand it, e.g. completion of forms, using computers.	
Ability to operate or be trained in the use of a cash till and issuing the correct change.	
Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems.	
Ability to give talks in English and Arabic promoting the service, including at outreach events and with groups in the local community	
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.	
Qualifications	
Special Requirements	
Ability to undertake regular evening and Saturday work and work at any service point within the city as required, possibly at short notice	

The post requires the physical ability to stand or move around for periods of time when either serving members of the public or at outreach events. Staff would also be involved with the manual handling and movement of books, CDs, leaflets, trolleys and other resources.

Date Created		Date Reviewed	January 2022
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