

Job Description and Person Specification



Job Description

Job Title	Library and Information Assistant Relief Register
Grade	Grade 2
Service	Libraries, Advice, Health and Information Service
Reports to	Duty Manager (Central Library), Senior Library and Information Assistant (Community Libraries)
Location	Central Library and 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

Under the general supervision of the 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 library duties with courtesy and efficiency including issuing, discharging and renewing library materials, registering new users and answering enquiries using ICT resources such as the internet and the library computer system.

Assist library users with the reservation of library items and undertake reservation procedures.

Deal with comments, compliments and complaints in an appropriate manner.

Assist colleagues with cash handling procedures as required and interacting with the public with handling cash, taking payments, using tills, 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 and maintains all library stock and other library materials, for promoting exhibitions and displays, using graphic and other skills as appropriate.

Assists library users in the operation of library equipment such scanners, card readers and photocopiers. and with the use of basic computer packages and internet searches.

Puts 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, within and outside libraries, such as storytimes, school visits, community events, readers groups.

Undertake relief duties in all libraries as appropriate.

Undertake as required 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	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 appreciation of equal opportunities in the workplace.	
Display an understanding of customer service and working with the public.	
Skills and Abilities	
Demonstrate effective communication skills in the workplace 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 promote the service, including 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 eg Internet, email, office applications.	
Qualifications	
Special Requirements	
Willing to work at any service point within Coventry City libraries.	
Ability to undertake regular evening and weekend 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	AUGUST 2019
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