

Job Description and Person Specification



Job Description

Job Title	Library and Information Assistant – Housebound Service
Grade	G3
Service	Library and Information Service
Reports to	Library Services Coordinator
Location	Bell Green Library
Job Evaluation Code	A5812



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 provide a Library Service to housebound readers, by delivering books to individual homes, liaising with all libraries about the housebound Service and producing a newsletter for housebound readers across the City.

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

- Deliver books to housebound customers, planning delivery routes. Possession of a clean driving licence is essential
- Ensure that computerised and manual filing systems are updated and maintained in good order ensuring confidentiality requirements are met in accordance with GDPR and data protection
- Analyse and interpret information from databases and systems to provide management information and reports as required
- Assess new applications for the housebound service by implementing the criteria for admission to the scheme
- Library duties include loaning, returning, reserving and renewing library materials, registering new users and answering enquiries using ICT resources such as the internet and the library computer system
- Deal with a full range of queries including telephone and face to face enquiries, resolving queries, and using judgement as to when to pass on more complex issues
- Assist colleagues with cash handling procedures as required in accordance with the City Council's accounting procedures. Take payments from the public, using the till and handling cash
- Assist in keeping the library space, library materials, displays and notice boards in good order and compliant with Health and Safety
- Move books and other items around the library and replace returned library materials in the correct locations
- Prepare and promote exhibitions and displays, using graphic and other skills as appropriate
- Assists library users in the operation of library equipment such scanners, RFID machines and photocopiers
- Help library customers to use basic computer packages and internet searches
- Promoting library services, within and outside libraries, such as talks to groups, Storytimes, school visits, community events, readers groups
- Puts forward suggestions for, and participate in, discussion of improvements in service
- Assist members of the public by carrying out all library duties with courtesy and efficiency
- Deal with comments, compliments and complaints in an appropriate manner
- Undertake relief duties to all other Libraries in the City 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 Members of the public.	Internal Library Service
---	------------------------------------

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	
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 Abilities	
Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager	
Demonstrate effective communication skills in the workplace and with housebound users	
Ability to drive and hold a clean driver's licence	
Ability to provide a professional customer service, answering queries and problem solving	
Ability to work with a range of users proactively, putting customer care into practice, responding to differing needs, e.g. people from a variety of cultures or ages, including young people and people with disabilities	
Ability to record, sort and manage information accurately and so that other people can understand it, e.g. completion of forms, Housebound Customer records	
Ability to operate or be trained in the use of a cash till and issuing the correct change	
Ability to promote the service, including giving talks at outreach events	
Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems	
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

- Clean UK driving licence
- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
- 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, DVD's, leaflets, trolleys and other resources.

Date Created	3-5-22	Date Reviewed	September 2023
---------------------	--------	----------------------	----------------