

## Job Description and Person Specification

**Job Title:** Library and Information Assistant (Relief Register)

Job Details	
Grade	3
Service	Libraries Advice, Health, and Information Service
Location	Coventry Libraries (Citywide)
Job Evaluation Code	A5933

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
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	
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	
Answer enquiries by searching for information, problem solving and signposting to other organisations	
Issuing, discharging, renewing, reserving and processing library materials, (both print and digital) and registering new users.	
Cash handling procedures including, taking payments, using tills, cash reconciliation and issuing receipts in accordance with the City Council's accounting procedures.	
Actively maintain a welcoming library space; including returning library materials to correct locations and maintaining a pleasant environment	
Promoting the library by creating exhibitions, displays and stock promotions using graphic and other skills as appropriate	
Operates and also supports library users to use library equipment e.g. public use computers, digital equipment, photocopiers, and self-service machines.	
Use a variety of databases, the internet, Microsoft packages and Library computer systems	
Supports the promotion of the Library Service by delivering or facilitating events, including Storytimes, Rhymetimes, Readers Groups, Class Visits, Friendship Groups.	
Actively promote the library service and the current Library offer including talking about the latest books, reading for pleasure and events	
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 e.g. open and close, set and reset alarms and take responsibility for the Library as Senior Person on Duty	
Any other duties and responsibilities within the range of the salary grade.	

Key Relationships			
External:	Members of the public	Internal:	Library Service

Standard Information
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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.

### Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

### Responsible for

When taking responsibility for service point, responsible for other staff

### Person Specification

#### Requirements

Knowledge	Display an appreciation of workforce diversity and inclusion.
Knowledge	Display an understanding of computer literacy, use of PC equipment to answer enquiries
Knowledge	Display skills in numeracy to accurately file library items and handle cash
Knowledge	Fluency required in both written and spoken English.
Skills And Ability	Ability to provide professional customer service
Skills And Ability	Demonstrate effective communication skills both written and verbal
Skills And Ability	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.
Skills And Ability	Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager
Skills And Ability	Ability to record and sort information accurately and so that other people can understand it, e.g. statistical data, taking of messages
Skills And Ability	Ability to operate or be trained in the use electronic equipment including a cash till
Skills And Ability	Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems

Skills And Ability	Ability to promote the service, with events such as rhymetime, story time and class visits both in the library and 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.
Experience	Demonstrate experience of using standard computer packages eg internet, email, office applications
Special requirements	Ability to undertake regular evening and weekend work and work at any service point within the city as required, possibly at short notice
Skills And Ability	Ability to stand or move around for periods of time in the library or at outreach events.
Skills And Ability	Ability of manual handling to move Library stock and other resources, trolleys, and library furnishings.

Declaration			
Reviewed/Created By:	Jan 2023, reviewed April 2024, new template July 2025 R Speake.		
Job Title:	Operations Manager	Date:	July 2025