

Job Description and Person Specification

Library Services Assistant

Job Details	
Grade	GRD3
Service	Transformation & Change
Location	Central Library
Job Evaluation Code	A6052

About Coventry City Council

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:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Library Services Assistants - Facilities provide support for Libraries & Information Service, including caretaking, concierge, transport, room arrangements, and additional tasks as directed.

Main Duties & Key Accountabilities

Driving the Library Service vehicle(s) as appropriate. Monitors and maintains both electric and diesel vehicles: sufficient charge, adequate fuel, oil, water, tyre pressure levels, damage, cleanliness, etc. Drives other Departmental vehicles as appropriate and as required. Adheres to all relevant policy e.g., the Coventry Council Driving Policy, and undertakes a corporate Driving Assessment.

Ensuring timely deliveries for the Library Service, including route planning, safe vehicle loading, unloading,

and coordinating with library staff and external partners. Delivering items to schools, nurseries, residential homes, libraries, family hubs, food banks, outreach events, parks, Community Centres, and other Council departments.	
Maintaining a safe and tidy working environment in all Libraries, including basements and storage areas, and an external goods yard.	
Securing Coventry library premises as keyholder; maintaining layout knowledge, performing opening/closing procedures, patrolling buildings, and reporting suspicious or unusual activity to the supervisor.	
Assisting library staff with maintaining safety within Libraries and addressing interactions with the public. This involves inspecting premises for suspicious items, managing disruptive visitors, and coordinating with internal and external services, such as local security teams.	
Observing and documenting faults or issues within library premises, focusing on health and safety for the building, staff, and visitors. Following Safe Systems of Work and adhering to Council policies while maintaining up-to-date training records, such as Health and Safety certifications. Conducting various safety checks, including fire alarm systems, refuge area communications, and fuse boards.	
Conducting cleaning, maintenance, gardening, and minor repairs (see Appendix 1 for examples) to keep Library Service premises clean and well-maintained, as directed.	
Providing assistance, as directed by a Duty Manager, to external contractors to facilitate the safe completion of maintenance / repair tasks.	
Ensuring adequate stocks of maintenance and repair items, such as tools, fixings, cleaning materials, and PPE, are maintained and replenished as needed.	
Adhering to health and safety procedures to ensure staff and customer safety, including participating in building evacuations as a Fire Marshal.	
Assisting library staff as instructed by a supervisor in displaying and promoting library stock through various tasks and activities.	
Including repositioning furniture, setting up display boards, organising the sale of withdrawn items, and handling library materials such as packing or unpacking boxes.	
Offering a concierge service by guiding visitors, responding to enquiries, referring individuals to library staff, and ensuring a tidy, inviting library space.	

Key Relationships

External:	Library users, external partner organisations
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Internal:	Library colleagues, internal Council departments
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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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Display a basic understanding of the Health and Safety at Work Act
	Display an understanding of computer literacy, use of PC equipment and associated applications
Skills And Ability	Demonstrate an understanding of building facility requirements e.g., locking / unlocking premises, patrolling buildings.
	Demonstrate effective communication skills, both written and verbal, to interact with library users and staff.
	Demonstrate customer care by engaging with library users in a welcoming and courteous manner, addressing diverse needs such as cultural backgrounds and disabilities.
	Ability to plan and follow routes within and outside the city e.g., using maps, Satnav systems.
	Ability to complete specified cleaning and maintenance work and minor tasks e.g., fixing shelves, repairing window catches, with the minimum of supervision. The ability to safely use appropriate tools (see Appendix 1 for examples of the range of tasks which may be

	required).
	Ability to work as both part of a team and to work alone safely and effectively
	Capability to stay standing for extended periods, relocate furniture and library stock, and operate handling equipment such as trolleys or pallet trucks.
Experience	Shows applicable experience involving interaction with the public, such as voluntary roles, paid jobs, work placements, or projects from school or college.
Qualification	Possession of a full clean UK driving licence is essential.
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
	Willingness to undertake a Council Driving Assessment