



Coventry City Council

## Job Description

<b>Job Title:</b>	Senior Library and Information Assistant	<b>Job Number:</b>	
<b>Service:</b>	Libraries, Advice, Health and Information	<b>Grade:</b>	3
<b>Location:</b>	Community Library		

### 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.

### Job Purpose:

Under the general supervision of the Library Manager "the appropriate manager" to assist in the day-to-day supervision and running a library service point , ensuring a high level of customer service and of operational efficiency.

### Main Duties and Responsibilities:

1. Supervises the day-to-day routines of the library, ensuring a high level of customer service and of operational efficiency and deputises, as required, in the absence of the appropriate manager, undertaking all duties required to ensure the smooth day-to-day running of the library.
2. Undertakes on the job training for the motivation and development of Library and Information Assistants.
3. Assist the manager in supervising the work of community library staff and other staffing duties e.g. ensuring the library has staff cover throughout the opening hours.
4. Issuing, discharging and renewing library materials and welcoming and registering new users, making appropriate checks using the computer database.
5. Answering personal, email and telephone enquiries, using the computer system and/or other information sources e.g. .Internet and assisting library users with the reservation of library materials.
6. Assist in keeping library materials, displays and notice boards in good order and replace returned library materials in the correct locations.
7. Prepares books and other library materials, posters, etc. for exhibitions and displays, using graphic and other skills as appropriate.
8. 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.

9. Assists the Library Manager with the control of income and supervises cash handling procedures as required. Interacts with the public with handling cash, taking payments, using tills, in accordance with the City Council's accounting procedures.
  10. Puts forward suggestions for, and participate in, discussion of improvements in service.
  11. Assists in developing and maintaining contacts with the community served and in promoting and developing library services, within and outside libraries, such as story times, school visits, community events, readers groups.
  12. Assist in the development of links with various institutions and the voluntary sector, by selecting and supplying library materials for their users and clients e.g. housebound services, including sheltered housing and retirement homes.
  13. Undertakes relief duties in other libraries as appropriate.
  14. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

The postholder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment
- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence

The post holders must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty
- To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** Library and Information Assistants

**Responsible to:** Library Manager

**Date Reviewed:**

**Updated:** September 2020



Coventry City Council

## Person Specification

<b>Job Title:</b>	Senior Library and Information Assistant	<b>Job Number:</b>	Y5652D
<b>Service:</b>	Libraries, Advice, Health and Information	<b>Grade:</b>	3
<b>Location:</b>	Community Library		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Display an understanding of customer service and working with the public</li><li>• Display an appreciation of equal opportunities in the workplace.</li></ul>
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<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Demonstrate the ability to take sole responsibility for the running of a service including responsibility for buildings, contents and health and safety, under the direction and support of the community library manager</li><li>• Demonstrate the ability to work as part of a team, in supervising and coordinating the service, under the direction of the community library manager</li><li>• Demonstrate the ability to supervise, delegate and deploy staff</li><li>• Demonstrate the ability to develop staff as to performance standards, to include training, motivation, monitoring and appraisal.</li><li>• Demonstrate effective communication skills in the work place and towards providing a professional customer service</li><li>• Demonstrate the ability to put customer care into practice, treating all users in a welcoming and courteous way. 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.</li><li>• Demonstrate ability to contribute to the promotion and development of services, including at outreach events</li><li>• Demonstrate the ability to control cash to the standard required by City Council Accounting Procedures.</li><li>• Demonstrate skills in accuracy, clarity and numeracy, when recording, sorting or dealing with varied information.</li><li>• Demonstrate skills in problem solving and prioritisation in a busy front-line environment</li><li>• Demonstrate ability to contribute to performance targets and report on performance standards.</li></ul>
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<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of working in a Customer service background.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of using standard computer packages eg Internet, email, office applications and the ability to train others.</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of supervision and training of staff or demonstrate relevant experience of an area of responsibility</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Ability to undertake regular evening and Saturday work and work at any service point within the city as required, possibly at short notice</li> </ul>
	<ul style="list-style-type: none"> <li>• The post requires the physical ability to stand or move around for periods of time when either serving users or at outreach events. Staff would also be involved with the manual handling and movement of books, CDs, leaflets, trolleys and other resources.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

**Date Reviewed:**

**Updated:** September 2020