

Job Description and Person Specification



Job Description

Job Title	Senior Library and Information Assistant
Grade	Grade 3
Service	Libraries, Advice, Health and Information Service
Reports to	Library Manager
Location	Community Library
Job Evaluation Code	Y5652D



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 "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 & Key Accountabilities

Core Knowledge

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.

Undertakes on the job training for the motivation and development of Library and Information Assistants.

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.

Issuing, discharging and renewing library materials and welcoming and registering new users, making appropriate checks using the computer database.

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.

Assist in keeping library materials, displays and notice boards in good order and replace returned library materials in the correct locations.

Prepares books and other library materials, posters, etc. for exhibitions and displays, using graphic and other skills as appropriate.

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

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.

Puts forward suggestions for, and participate in, discussion of improvements in service.

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.

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

Undertake relief duties in other libraries as appropriate

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Members of the Public	Internal Library Service
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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.

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:

Library and Information Assistants

Library and Information Assistants – Relief Register

Person specification

Job Evaluation Code	Y5652D
Knowledge	
Display an understanding of customer service and working with the public	
Display an appreciation of equal opportunities in the workplace	
Skills and Abilities	
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	
Demonstrate the ability to work as part of a team, in supervising and coordinating the service, under the direction of the community library manager	
Demonstrate the ability to supervise, delegate and deploy staff	
Demonstrate the ability to develop staff as to performance standards, to include training, motivation, monitoring and appraisal.	
Demonstrate effective communication skills in the work place and towards providing a professional customer service	
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	
Demonstrate ability to contribute to the promotion and development of services, including at outreach events	
Demonstrate the ability to control cash to the standard required by City Council Accounting Procedures	
Demonstrate skills in accuracy, clarity and numeracy, when recording, sorting or dealing with varied information	
Demonstrate skills in problem solving and prioritisation in a busy front-line environment	
Demonstrate ability to contribute to performance targets and report on performance standards	
Experience	
Experience of working in a Customer service background	
Experience of using standard computer packages eg Internet, email, office applications and the ability to train others	
Experience of supervision and training of staff or demonstrate relevant experience of an area of responsibility	

Qualifications
Special Requirements
Ability to undertake regular evening and Saturday 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 users 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	May 2023
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