

JOB DESCRIPTION

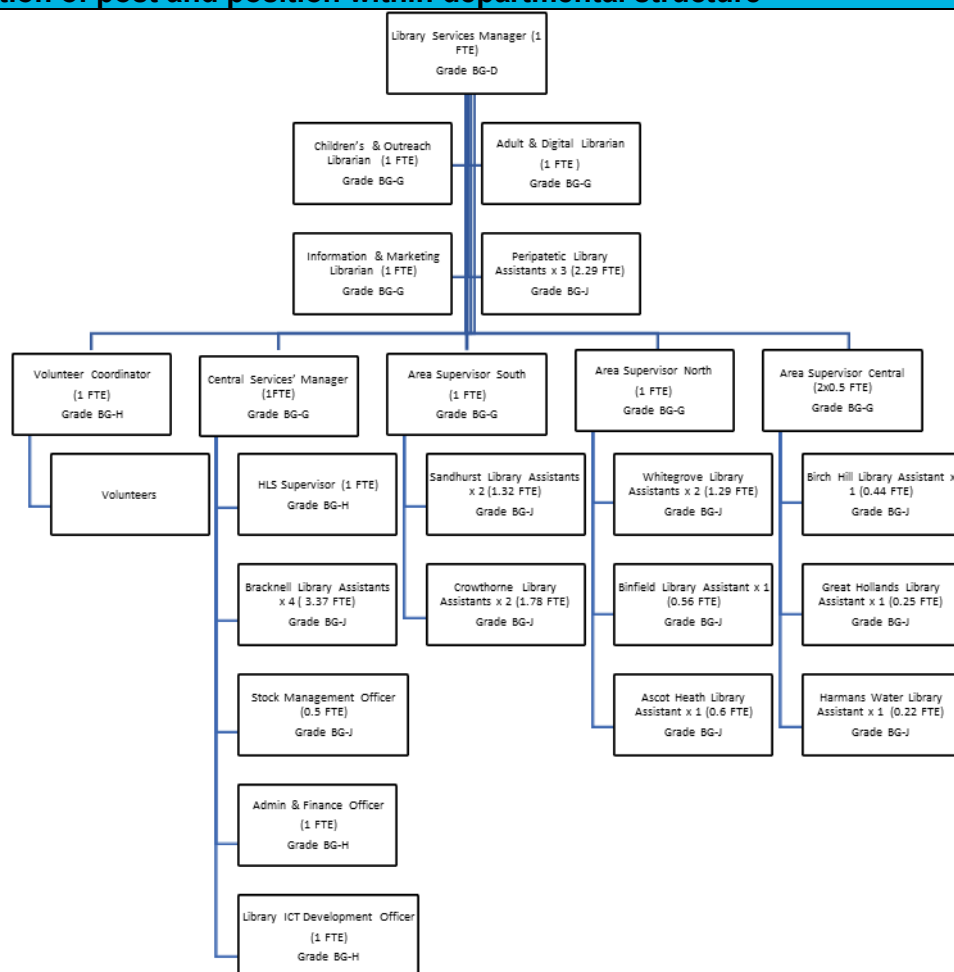


Job Title	Bracknell Library Assistant		
Salary	£18,933 - £19,698 (pro rata) plus enhanced pay for Saturday working		
Directorate:	Delivery	Section/Location:	Libraries
SGrade/Salary Range:	BG-J SCP 4-6	Work style:	Fixed

Key Objectives of the role

- To be a member of the frontline team, you will contribute to the effective provision of the public library information service for Bracknell Forest Council.
- To answer enquiries from members of the public and to provide information and ICT/ digital support to customers.
- To assist with the organisation and running of events and activities in Bracknell and across the Borough's southern group of libraries to support strategic objectives and goals.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- Assisting customers to issue, return and renew items of stock using the self-service kiosks.
- Registering customers for E+ / Library membership, updating membership records as necessary, and signing up customers to use the Library Service out of hours through Open+ technology.
- Dealing with customer enquiries in person, digitally and via the telephone, in a courteous and timely manner.
- Assisting customers with ICT and printing queries.
- Emptying the returns' bins and shelving returned items quickly and accurately, whilst maintaining good order and appearance of the shelves.
- Promoting areas of stock by creating and updating new monthly displays and weeding areas of dead stock using monthly reports.
- Dealing with the deliveries, processing requested items and dealing with inter-library loans' enquiries.
- Supporting volunteers allocated to branches, assisting with their training and helping them to feel part of the team.
- To be familiar with library financial procedures, including cashing up routines, in line with audit requirements.
- To be prepared to lone work on occasion, as required.
- To assist with the opening and locking up of libraries, ensuring that the buildings are fully secured at the end of staffed shifts.
- To be fully aware of Borough Health & Safety and Safeguarding policies and procedures and to assist with compliance.

Scope of role

Budget: There is no budgetary responsibility

Resource Control: None

Impact: Demonstrating the relevance of the Library and Information Service to the local community
Increasing issues and visits in all libraries
Excellent customer care and support to colleagues

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

PERSON SPECIFICATION

KEY CRITERIA	REQUIRED	PREFERRED
Skills and qualifications	<ul style="list-style-type: none"> English and mathematics to GCSE or equivalent (Grades A to C). ECDL, CLAIT, NVQs in ICT or similar. 	<ul style="list-style-type: none"> Computer software packages, including Microsoft Office. Confident in the use of the Internet and Library Management systems.
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Excellent customer care skills, with a friendly and professional manner. Able to deal with queue situations calmly and efficiently. Able to work as part of a team, supporting colleagues and making a positive contribution. Able to develop good working relations with staff at all levels within the Library and Information Service and in other Borough Council departments. Ability to prioritise workloads, manage time effectively and take responsibility in the absence of the Supervisor. Shows determination to achieve results. Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare. 	<ul style="list-style-type: none"> Experience of working with a broad range of clientele, including children and young people, in a frontline environment. Previous experience of working in public libraries. Knowledge of current Government initiatives affecting public libraries Experience of marketing tools and resources
Work-related Personal Requirements	<ul style="list-style-type: none"> Ability to work quickly and accurately at all times and especially during busy periods. Willing to work alone when necessary to maintain operational requirements. Ability to work flexibly i.e. to swap shifts or work at other Libraries at short notice when necessary to provide cover. 	<ul style="list-style-type: none"> Confident to stand in front of a group of people to lead an event or activity.
Other Work Requirements	<ul style="list-style-type: none"> A satisfactory enhanced Disclosure and Barring Service check. The ability to converse easily with members of the public and respond effectively to questions in spoken English. 	

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**Role models and
demonstrates the
Council's values and
behaviours**

