



REDRUTH TOWN COUNCIL

## Role profile

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| <b>Role title</b>              | Library and Information Assistant        |
| <b>Salary</b>                  | SCP 13-15 (£16302 - £17072) Pro-rata     |
| <b>Reports to (role title)</b> | Senior Library and Information Assistant |
| <b>Approving manager</b>       | Town Clerk                               |
| <b>Date</b>                    | February 2018                            |

## Role purpose

- To provide proactive and comprehensive library services; an information, record and refer service to both internal and external customers which will involve interpreting the customer's need; and initiating appropriate service delivery and ensuring effective resolution of their requests.
- To deliver elements of the Universal Library Offer in reading, information, health and digital access to Library customers.
- To provide the first point of contact for customers of the service who make personal visits to One Stop Shops/Libraries to make enquiries about Council services (primarily Cornwall Council services). To record enquiries and refer customers to the appropriate department.
- To handle payment transactions for Council services as required; which may include supporting customers to use electronic and kiosk payment methods.
- To work in a variety of sites within or between localities as required, for example at a Library, Library and One Stop Shop or a standalone One Stop Shop site.

## Dimensions

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| <b>Annual financial accountability</b>                                  |
| None  |
| <b>Management accountability</b>  |
| Nature of management - Not applicable<br>Number of staff managed - None |

## Accountabilities

*Redruth Town Council is taking over the running of Library & Information Services and we are determined to ensure an excellent public service is maintained. The particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed.*

- To establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of reading, health, information and digital access.
- To promote the Library Service to all members of the community.
- To participate in the delivery of Library centred activities such as reader development activities, story times and events for children and adults.
- To undertake the required roles within the Face to Face setting including host, floor walker, consultant, One Stop Shop desk and payment processing.
- To offer initial reading choice guidance in line with reader development principles to adults and children.
- To receive customer enquiries by telephone, electronically, post or Face to Face. Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions.
- To process payments; receipt and prepare associated paperwork and electronic records in an

efficient and effective manner.

- To process a range of customer services for other departments, such as issue of equipment, forms or permits/passes. To process requests for Council services in accordance with current procedures.
- To record and refer enquiries as determined by service level agreements.
- To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully.
- To deal with customer's complaints in accordance with the Council's Corporate Complaints process, advising customers of the applicable procedures, proactively resolving wherever possible or escalating to your Line Manager if required.
- To operate with due regard to Council's confidentiality policies, the Data Protection Act and best practice.
- To operate in accordance with the diverse needs of the community to ensure equal access to services.
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet customer demand.
- Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as Face to Face develops in the future as required.

## **Corporate accountabilities**

### **Information security and governance**

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

### **Safeguarding**

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/or adults who may be at risk. Report concerns/allegations in accordance with corporate guidance and procedures

### **Equality & Diversity**

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered

### **Key objectives**

- Become proficient in Office 2010 and Windows 10 upgrades for applications required in course of work duties e.g. Outlook
- To achieve basic level of competency as identified in Library 101 online courses
- To complete mandatory corporate courses for role

## Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

| Behaviours  | Recruitment and selection |
|---|---------------------------|
| <p><b>Working together</b><br/>You understand and focus on customer needs and work well with colleagues and partners</p> <ul style="list-style-type: none"> <li>➤ You understand and are attentive to the needs of your customers</li> <li>➤ You listen to the views of others and seek them out</li> <li>➤ You support and show consideration for others</li> <li>➤ You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others</li> <li>➤ You are committed to the protection and safeguarding of children, young people and vulnerable adults</li> <li>➤ You share information and expertise with others</li> <li>➤ You are honest, you respect and you build relationships of trust</li> <li>➤ You share your achievements and acknowledge the achievements of others</li> </ul> | <p><b>Interview</b></p>   |
| <p><b>Personal responsibility</b><br/>You take responsibility for your work, your environment and your development</p> <ul style="list-style-type: none"> <li>➤ You are trustworthy and reliable</li> <li>➤ You pay attention to your own health, safety and wellbeing and that of others</li> <li>➤ You acknowledge errors, report them as appropriate and play your part in addressing them</li> <li>➤ You appropriately challenge unhelpful behaviour</li> <li>➤ You seek feedback and review your own contribution</li> <li>➤ You are open to change and improvement</li> <li>➤ You take responsibility for your development</li> <li>➤ You are enthusiastic about and take pride in your work</li> </ul>   | <p><b>Interview</b></p>   |
| <p><b>Resourceful</b><br/>You apply expertise, solve problems and make improvements to deliver good customer outcomes</p> <ul style="list-style-type: none"> <li>➤ You plan and organise your work and manage your time effectively</li> <li>➤ You gather relevant information, analyse it and make timely informed decisions in the course of your work</li> <li>➤ You are flexible and adaptable</li> <li>➤ You respond constructively to change</li> <li>➤ You demonstrate financial awareness relevant to the job you do</li> </ul>   | <p><b>Interview</b></p>   |

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|---|--|
| <ul style="list-style-type: none"> <li>➤ You use your initiative and are creative in problem solving</li> <li>➤ You deliver results and manage customer expectations</li> </ul> |  |
|---|--|

| <b>Knowledge, skills &amp; experience</b>   | <b>Recruitment and selection</b> |
|---|----------------------------------|
| Has knowledge of the Council's customer care policy and practices and applies in all day to day activities including demonstrating good ability to understand and interpret customer's requirements through varied media (telephone, e-mail and in person) and needs using verbal written and non-verbal communication  | <b>Interview</b>                 |
| Displays empathy and patience when dealing with customers. Has outline knowledge of tools and techniques for dealing with challenging behaviours and supports others in their use   | <b>Interview</b>                 |
| Demonstrates sufficient understanding of Library stock policy, an understanding of the services provided by Cornwall Council or a demonstrable ability to develop such an understanding within an appropriate timescale. Demonstrates a general knowledge of and enthusiasm for books, reading and to be able to engage with customers to promote reading for pleasure and for informal learning with regard to adults and children | <b>Application Form</b>          |
| Proficient in the use of all IT packages and related Face to Face equipment. Accurately and appropriately stores all customer contacts on the appropriate software and has a demonstrable ability to use a relevant Customer Relationship Management system.  | <b>Application Form</b>          |
| Understands and applies the principles of the Data Protection, Freedom Of Information Act, and Health and Safety in the workplace   | <b>Interview</b>                 |

| <b>Other requirements</b>  | <b>Recruitment and selection</b> |
|--|----------------------------------|
| Demonstrable experience of working within a customer focused environment or similar team environment providing an excellent standard of customer service   | <b>Application Form</b>          |
| NVQ2 or GCSE Level grade C or above in English and Mathematics or equivalent or able to demonstrate suitable relevant experience   | <b>Application Form</b>          |
| Able to demonstrate evidence of continuing professional development  | <b>Interview</b>                 |
| The normal duties of the role may involve travel on a regular or occasional basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle | <b>Application Form</b>          |
| This position is subject to a criminal records disclosure check  | <b>YES</b>                       |
| This is a politically restricted post  | <b>NO</b>                        |