



BROSELEY TOWN COUNCIL

LIBRARY & INFORMATION ASSISTANT JOB DESCRIPTION

Date of Job Description: April 2019

Post Title: Library & Information Assistant (part time)	Reports To: Library Manager
Location: The Library, Bridgnorth Road, Broseley	Car User Status: Casual
Grade: Scale point 13 £16,935 pro rata	Contract Type: Permanent / Casual
Qualification Required: 3 GCSE including Maths and English	Hours: 7 hours per week including some evening and weekend working.
Responsible For: Library volunteers	

THE ROLE – OVERVIEW:

Reporting to the Library Manager/Town Clerk, Broseley Library Assistants work together as a team to deliver an efficient and effective community library and information service on behalf of the Town Council and in partnership with Shropshire Library Services.

ROLE PURPOSE:

1. To deliver high quality services which meet the needs, aspirations and expectations of Broseley's residents, visitors and workers.
2. Be responsible to Broseley Library Manager who, in turn is, responsible for the Library Assistant's health and safety, training and development.
3. Operate the library service efficiently by assisting library users, issuing and returning borrowed items, recording statistics and maintaining an attractive, tidy and informative library and community resource.
4. To promote a customer facing, customer focused, accountable service amongst library users and Council employees.
5. Understand and implement the Town Council's health and safety and equal opportunities policies.
6. Adopt the Town Council's code of conduct.
7. Actively foster volunteering opportunities and encourage volunteering activity through training and development.

KEY TASKS:

1. Assist in the efficient operation of Broseley library, issuing and returning borrowed items, assisting library users, recording statistics and maintaining an attractive and well organised library.
2. Help customers to use the library and answer enquiries in person, by telephone, post and email.
3. Help customers to use computers in the library.
4. Assist in the recording, reporting and monitoring of library income.

5. Assist in the recording, reporting and monitoring of library performance.
6. Participate in the management of library stock as required.
7. Assist with library events and promotion.
8. Follow correct procedures for the security of the building, cash, equipment, data and Council property.

These duties are illustrative and not exhaustive. The library assistant will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Town Council as it develops its operation of the library and its service to the community of Broseley.

Performance & Customer Focus

1. To be proactive in taking shared responsibility for the efficient and effective operation of the library.
2. Work with colleagues to meet the team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Town Council's service objectives.
3. Adopt a customer focused approach when delivering the service, ensuring engagement with users and maintenance of an appropriate personal profile.
4. Act as an advocate for the library service and Broseley Town Council.
5. Meet the behaviours and competencies adopted by the Town Council and the wider Shropshire libraries group in the way in which they achieve their objectives and carry out their work.
6. Meet individual, personal and service development targets agreed through the Personal Development Review Process, learn from experience and commit to continuous improvement individually and as member of the team.
7. Ensure that all reasonable requests are met in a timely and efficient manner.
8. Work alongside, support and enable co-workers and volunteers to achieve set objectives as timely and high quality outputs.
9. Work with colleagues and Councillors in fostering Broseley Town Council's values and culture.
10. Adopt a can-do, enthusiastic and professional approach.
11. To carry out any other duties commensurate with the post.