

JOB SUMMARY

Post Title	<i>Library Assistant</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>4</i>	Line Manager to others?	<i>No</i>	Role profile ref	<i>SD10</i>
Service Area	<i>Library Service</i>						
Line Manager	<i>Library Supervisor</i>						
Location	<i>Cowes, Freshwater, Lord Louis, Ryde, Sandown & Ventnor Libraries</i>						

Job Purpose <p>To promote the Library Service to the local community primarily in the library, and work with staff and/or community volunteers in order to extend opening hours or provide additional services relevant to community needs</p> <p>To welcome library users into any library, give them the help that they need to find books and information, and help them become independent library customers</p>			
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities) <ul style="list-style-type: none"> Assist customers with information and book enquiries Help people get online, through wifi or on public computers Take money from customers for printing, copying, hire charges or sales Ensure the library is tidy and welcoming, and the books are attractively and accurately displayed 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	<i>Able to be a good team member</i>	E	
Self-motivated with the ability to work to targets / deadlines.	<i>Willing to participate in events for adults and children</i>	E	
Awareness and understanding of the customer's / businesses' needs.	<i>Excellent customer focus, ability to handle difficult situations</i>	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<i>A range of experience in working in libraries or with the public</i> <i>Understanding the role of public libraries</i>	E	D
Safe and competent use of relevant equipment / tools.	<i>Research and information skills</i> <i>Control and promote library bookstock</i>	E E	
Knowledge of relevant health and safety procedures.	<i>Safety and security of buildings, equipment</i>	E	
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	<i>Willingness to work with volunteers</i> <i>Promoting the library service to local communities</i>	E	D
Ability to follow routines, carry out set plans, record and monitor information accurately.	<i>Take responsibility for cash handling</i>	E	
Literate and numerate.	<i>Broad general knowledge</i> <i>Interest in books and authors</i>	E E	
Practical knowledge of ICT systems.	<i>Support customers in their ICT use</i>	E	
Qualifications			

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GCSE level qualifications or equivalent experience	<i>5 GCSEs or equivalent, Grade 4 / C or above, including English and Maths</i>	E	
European Computer Driving Licence or relevant experience		E	