



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Hull Culture and Leisure **POSITION NO:**

SECTION: Libraries **GRADE:** Grade 2 - fixed at scale point 1

JOB TITLE: Relief Assistant **DATE PREPARED:** 2/4/2019

EVALUATION DATE: March 2010 **JE NUMBER:** NC1211

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:
 To act as the primary point of contact for the customer by providing a customer-focused service to help and support access to public library services by covering as short notice for colleagues who are absent from the service point, e.g. off sick, on training, etc. Supporting the library service in delivering its aims and objectives by advocating all elements of the library service to the customer. Generally raising library awareness through excellent customer care following policy guidelines and procedures.

PRINCIPAL ACCOUNTABILITIES:
Please note decision making must be included within the Principal Accountabilities

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|----|---|
| 1. | As required by the library service to work at short notice to cover for staff who are not on duty due to sickness absence, holidays, training, etc. To assist in providing and developing a high quality customer focused library and information service within agreed service plans. This includes issuing and returning library material and dealing with basic reservations and enquiries. |
| 2. | Carries out basic library functions in accordance with the Library Procedures Manual which will include the operation of the library management system (SIRSI) to input and retrieve data relating to both stock and customers in accordance with the Data Protection Act. Answering basic enquiries from the general public concerning the stock and services of the libraries, at a level appropriate to the user and nature of the enquiry. Referring more complex situations to the librarian or library staff. |
| 3. | Supports the library service in its aims and objectives by actively providing reader development support to the general public, including children and young people, by giving basic assistance, encouragement and advice to customers choosing reading or music and multimedia material and participates in reader days, reading groups, etc. |

4.	As directed by their line manager, supports the delivery and promotion of library events and other related promotions, both on / off site. This can include providing support for the libraries and associated services in outreach work e.g. Lord Mayors Parade, Hull Show, Summer Reading Challenge, Book Start, Sure Start, etc
5.	Encourages customers to participate in consultation exercises, both formal and informal, on and off site, e.g. PLUS survey's, etc. to encourage a high take up and response to the service. Actively supporting the library service to improve overall customer service or working practices and to promote and foster the image of the service
6.	Assists the general public, to include children and young people, to access the People's Network service. Including taking bookings by operating the Pharos booking system, provide basic ICT help, e.g. setting up e-mail accounts, demonstrating how to search the web, etc.
7.	To assist in the libraries stock management programme. This will include basic care and maintenance to ensure quality of the stock in line with the Library Procedures Manual and Stock Policy.
8.	To have an awareness and knowledge of library service initiatives and give proactive support to those initiatives and partnership arrangements which contribute to the Library Service aims and objectives, e.g. Book Start, Sure Start, Homework Zones.
9.	As directed, to actively participate in training to develop and enhance the library service in line with current aims and objectives, often but not exclusively, to enhance the service to the customer e.g. Skills for Life, Reader Development, Book Start, etc.
10.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's H&S policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

1. None

2. Responsibility for Customers/Clients:

- 1 Ensuring high quality service provision through excellent customer care in a friendly, considerate, courteous and professional manner and considerate of the customers needs, acting at all times within agreed company strategies and policies.
- 2 Contributes to answering 153,107 enquiries per annum (Hull City Libraries, 2004/5) by answering basic enquiries from the general public concerning stock and services of the libraries.

- 3 Contributes to issuing 832,481 books and other items p.a. (Hull City Libraries, 2004/5)
- 4 Under general supervision: to answer basic enquiries from customers and clients relating to membership, the stock and services of the libraries, including on-line services, reservations and reference queries.
- 5 Take a proactive approach where staff takes the initiative to approach customers and clients who appear to be in need of help.
- 6 Enforces the Internet Access Policy with customers and clients in accordance with set procedures.
- 7 To develop an understanding and undertake training to deliver customer and client needs, e.g. awareness of library resources in all formats

3. Responsibility for Budgets:

1. Contributes to the handling of cash on a daily basis to the value of £122,198.00 p.a. (2004/5) e.g. fines, reservations fees.
2. Deals with cash from fines, items for sale and audio-visual materials and, where appropriate, to operate cash flow procedures and balancing of daily till receipts.

4. Responsibility for Physical Resources:

1. Electronic equipment such as, computers, photocopiers, etc. Some of which require specialist knowledge. Informing senior staff of any concerns.
2. To have an awareness that fixtures, fittings and resources are fit for purpose advising senior officers, the Administration officer or safety services, as required.
3. Ensuring appropriate resources are available to provide the service by informing the supervisor, librarian, senior manager of any deficiencies, e.g. low no. of joining forms, insufficient reading scheme info, etc.
4. Contributes to the maintenance of 923,514 items of stock (Hull City Libraries, 2004/5) by supporting and participating as required in policies and procedures agreed in the Stock Policy.
5. ICT functions including: reporting faults, dealing with simple ICT problems, e.g. changing cartridges, releasing paper jams, checking connections, etc. and referring more complex problems to the appropriate E-leader, librarian, supervisory staff or IT services.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

1. Delivering front line library services to the public from a wide variety of service points which may include partnerships, e.g. Customer Service Centres.
2. The post holder will require a flexible approach to working arrangements which will include working at other library service points as required; this may be at short notice, e.g. to cover sickness absence.
3. To work with other Lifelong Learning staff to deliver associated services to the library user.
4. Senior Managers/Duty Officer in delivering front line library services to the public.
5. Learning & Culture staff to support and deliver front line library services for the public.

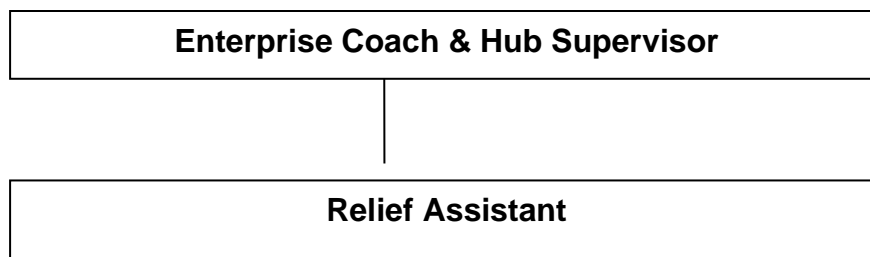
2. With Any Other Company Areas

1. Under the direction of the line manager provides basic support to staff and pupils of local schools.
2. All Company departments to varying degrees and frequency to collect information on local services and events to be used by the library service in promoting to the public.

3. With External Bodies to the Company

1. General Public – providing a customer centred library and information service.
2. Local community and voluntary organisations e.g. Pooh Bear Reading Assistance Scheme – liaising with many organisations to collect, collate and provide information which supports the city councils widening participation agendas.
3. Local Business community – collecting, collating and providing information for use by the public.
4. Other local education providers, Hull College, University of Hull, Ofsted, etc. to support various local and national initiatives by providing venues, information and partnership working.
5. Interacts with members of the relevant IT team to report any queries, faults arising from the operation of the library management system, People’s Network and other IT facilities.
6. With Council partnerships e.g. Sure Start, Book Start and Primary Care Trust’s to deliver services with a wider agenda across the city, e.g. supporting literacy standards across the city.
7. Hull Connect – in the provision of providing access to council services for the general public across the city.
8. Adult Education, Youth Service, Local Education Authority, Nursery Schools, etc. by supporting national and local agendas.

ORGANISATION CHART:



	<i>Tick relevant level for each category</i>						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain –			√				Frontline staff are required to work alongside the public

(tiredness, aches and pains over and above that normally incurred in a day to day office environment).						N/A	in the open library environment and work at a computer
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			√			N/A	Working within a team environment in established library service points.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.			√				Works directly with the public which on some occasions may involve some minor confrontation over operational issues. This will be escalated to a more senior staff member e.g. Reader assistant, etc.

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p><i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i></p>				
1.	Qualifications:			
	4 x GCSEs or equivalent or can demonstrate working towards.	√		AF/CQ
	Basic literacy and numeracy skills.	√		AF/I
	ECDL Level 1 or willing to work towards.	√		AF/I
2.	Relevant Experience:			
	Previous experience of working with the public e.g. shop working, Community work, work experience, etc.	√		AF/I/R
	Previous experience of providing customer care in a public environment.	√		AF/I/R
	Previous experience of using and applying IT systems and office software.	√		AF/I
	Previous experience of working in a customer facing environment.		√	AF/I/R
	Cash handling and reconciliation.		√	AF/I
3.	Skills (including thinking challenge/mental demands):			
	Good organisational and problem solving skills.	√		AF/I/R
	Ability to organise and prioritise own workload and work on own initiative.	√		AF/I/R
	Information retrieval and evaluation skills, e.g. Enquiry work may require the use of IT as well as book based information gathering.	√		AF/I/R
	Proven commitment to providing a high quality service.	√		AF/I/R
	Ability to assist and support customers with basic IT requirements, e.g. setting up Hotmail accounts, use of search engines, etc.		√	I/R/T
	Ability to deal with challenging behaviour and situations.		√	I/R

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	Ability to promote the library and its services to a wide range of customers of all ages and abilities.		√	I/R
	Demonstrates a positive attitude to developing the library service and their individual personal development through training.		√	I/R
	Demonstrates an interest and enthusiasm for promoting books, reading and other library initiatives.		√	I/R
4.	Knowledge:			
	IT applications.	√		AF/I
	Customer care skills.	√		AF/I
	Knowledge of library service initiatives.		√	AF/I
	Knowledge of library service client groups and the resources to support them.		√	AF/I
	Knowledge of the range of library resources to suit user needs.		√	AF/I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Proven interpersonal and team working skills.	√		AF/I/R
	Effective communicator – able to listen and verbally communicate at all levels.	√		AF/I/R
	Basic written skills.	√		AF/R
	Proven customer care skills.	√		AF/I/R
	Written Skills			
	To have good written English and writing skills. Will correspond with staff and colleagues using email or in writing to give information, instructions and guidance.	√		AF/R
	To have good spoken and written English	√		AF/R
6.	Other:			
	none			
<p>The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.</p>				
7.	Additional Requirements:			
	This post requires you to handle books and other library materials.	√	N/A	
	Flexible approach to working hours to provide relief cover for sickness and holidays as required.	√	N/A	
	Ability to cover all working hours, including evenings and weekends.	√	N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement).	√	N/A	DBS Disclosure

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	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	√	N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)