

FALKIRK COUNCIL



Job Profile

Job Title:	Senior Library Assistant
Reporting to:	Librarian
Responsible for Line Management of:	A Specific Community Library Team
Your Job is to:	Supervise a team responsible for the delivery of a high quality, customer- focussed frontline library service at any one of the council's public libraries.
Grade:	E

What you will do :

Job Specific Tasks

1. Determine priorities, allocate and monitor work of library assistants, including training in new policies and procedures and the library IT system.
2. Assist with collection development, selecting new material and weeding older items, ensuring that the collection is continually improved.
3. Help individuals of all abilities with digital skills including use of Microsoft Office, Internet, Wi-Fi and smart devices.
4. Participate in project and outreach work. Assist in the delivery of a range of relevant services and activities including training for groups and individuals, author visits and children's activities.
5. Answer enquiries in person, by telephone or email using IT resources as required, including researching reference and local history queries, tracing resources, processing requests and inter-library loans.
6. Be expected to cope with multiple tasks, work to tight deadlines and be able to work on own initiative. This post is a frontline contact and must have the ability to deal effectively with the demands of members of the public and with other internal/external agencies.
7. Implement library policies to ensure effective service delivery and recommend changes in library routines as a result of operational experience.
8. Be required to overcome new and out of the ordinary demands. The post holder will demonstrate creativity, innovation and forward thinking.
9. Ensure that the Service's responsibilities in relation to Health and Safety are achieved by implementing, promoting and monitoring safe working practices and ensuring compliance with safety regulations and the Corporate and Service Health and Safety Policy
10. Help organise relief cover at other libraries when required.

Job Demands

1. You will be office based with travel between locations.
2. You will be required to plan and organise your own workload and that of others.
3. You will be required to deal with conflicting priorities and deadlines.
4. You will regularly be responsible for cash handling or processing financial transactions such as invoices
5. You will be responsible for a small team.
6. You will have excellent written and verbal communication skills.
7. You may encounter distressed/upset individuals.
8. You will be required to resolve matters where individuals do not agree with decisions made by the Council
9. You will provide a front-line service to council customers.
10. You will apply and ensure adherence to regulations or Council policy
11. You will be responsible for handling and processing information.
12. You will be responsible for stock control within your designated area.
13. You will have key holding responsibility.
14. You will be responsible for moderately expensive equipment.
15. You must be mobile throughout the Council.
16. You will be required to work early mornings and/or evenings.
17. You will be required to use your own initiative.
18. You will be required to maintain up to date knowledge of relevant legislation.
19. You will occasionally be required to work out-with normal office hours.
20. You will be required to maintain confidentiality at all times.
21. You will be required to participate in a shift rota.

Health & Safety

1. Work safely and follow procedures.
2. Take care of own health and safety and that of others whilst at work.
3. Comply with the Council's Health and Safety Policy.
4. Help create and promote a positive health and safety culture.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • 5 Passes at National 5, including English, Mathematics / Arithmetic • Gain/maintain PVG membership for working with Children & Protected Adults		Application Form
Essential Skills, Knowledge & Experience	Ideally you will have	How we assess this
• Organisational skills • Customer care skills • Analytical skills • Problem solving skills • People management skills • Attention to detail • Relevant experience is required. • Experience working as part of a team. • Ability to organise competing demands. • Experience in data protection legislation. • Experience in current Health and Safety regulations and procedures. • Experience using MS office packages. • Experience in direct cash handling. • Experience working in a front line customer service environment. • Previous supervisory experience.	• Experience in moving and handling. • Experience working with children and young people. • Experience in working in Public Sector or political environment. • Public Library Experience • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		How we assess this
• Demonstrates behaviours which are consistent with Falkirk Council Values (Responsive, Innovative, Trusted, Ambitious)		Application Form Interview