

JOB OUTLINE	
JOB TITLE: Library Assistant	JET CODE: 7949
DIVISION: Customer Services	
SERVICE/BUSINESS UNIT: Library as advertised	
REPORTING TO: Customer Services Officer/ Librarian	
RESPONSIBLE FOR: None	
JOB PURPOSE: To Support the day to day delivery of front line customer and library services Work flexibly across a number of locations as required	
MAIN DUTIES: <ul style="list-style-type: none"> • Deliver frontline library services in compliance with local and council procedures. • Engage with new and existing customers in the promotion of library services. • Assist in the delivery of Library activities and events. E.g., craft sessions, story times, class visits, author visits, Bookbug sessions, writing groups, code clubs. • Assist customers with enquiries, resolving where possible at the first point of contact or referring to the most appropriate officer to resolve. • Process National Entitlement Card applications using the online Card Management System. • Assist with online Blue Badge applications and council services available over the Customer Platform. • Ensure all information systems both electronic and manual are kept up to date • Undertake administration relating to the processing of payments, including banking and reconciliation (where applicable). • Provide assistance at customer interviews, where necessary, giving appropriate advice and support to enable customers to access services. • Promote and provide assistance to members of the public on how to access library self-service kiosks. E-resources, the library catalogue and App, online council services, and any other online service such as DWP. 	

- Provide general administrative support that relates to the smooth running of the library service including creating and preparing displays and exhibitions, stock editing and exchanges, maintaining and repairing stock, maintaining general tidiness, photocopying, printing, ordering stationery, collecting data (e.g. visitor count stats), shelving etc.
- Promote a positive image of library services by providing excellent customer care.
- Ensure instances of challenging behaviour are appropriately dealt with, following appropriate guidelines and ensure that the incidents are reported to line manager and recorded on the online Health and Safety Portal.
- Ensure that sensitive and personal information is handled according to appropriate policies and confidentiality guidelines.
- To contribute to the work of the Customer Services Team and to support other members of that team, as and when required.
- To promote equality and diversity in employment and in access to services.
- To consider climate change and sustainability in all services provided.
- Promote a positive image of customer and library services by providing excellent customer care.
- Promote the councils vision and values and corporate culture that is positive, customer focuses, and supports employee engagement to the highest standards.
- Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

- **None.**

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>This role requires PVG clearance for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be required prior to commencement.</p>	Customer Service Professional Qualification – Award/Certificate Level.
Previous Experience (Paid & Voluntary Work)	<p>Experience of working in a customer services environment.</p> <p>Sound understanding of customer services and best practice.</p> <p>Experience of working in a customer service and/or library environment.</p> <p>Understanding of the diverse needs of customers. Awareness of equalities and diversity.</p>	<p>Experience of working in a customer service environment within a local authority.</p> <p>Experience of dealing with challenging behaviour.</p> <p>Experience of handling cash and reconciliation.</p> <p>Experience in training, coaching and/or mentoring.</p>
Knowledge/ Skills /Competencies	<p>Understanding of effective customer care.</p> <p>Understanding of the diverse needs of customers.</p> <p>Awareness of equalities and diversity.</p> <p>Effective verbal and written communication skills.</p>	

	<p>Effective organisational and time management skills.</p> <p>Digital skills, including the use of Microsoft 365 applications and systems database navigation.</p>	
Personal Qualities	<p>Ability to work to a high degree of accuracy, paying close attention to detail.</p> <p>Ability to work with and explain detailed legislative information.</p> <p>Ability to use own initiative.</p> <p>Ability to multi-task.</p> <p>Ability to prioritise work under pressure and to meet deadlines.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to manage effective relationships with tact and diplomacy.</p> <p>Ability to deal sensitively with individual clients, including the need to maintain confidentiality.</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	