FALKIRK COUNCIL

make it happen
council of the future

Job Profile

Job Title:	Library Assistant
Reporting to:	Senior Library Assistant
Responsible for Line Management of:	N/A
Your Job is to:	Working as part of the team within Libraries, you will assist in the provision of library services to the community. As well as excellent customer care skills, you will need good ICT skills and the ability to work with people of all ages.
Grade:	C

What you will do :

Job Specific Tasks

1. Provide excellent customer service as the first point of contact for the service.
2. Issue and discharge library stock; return stock to the shelves or other libraries as required.
3. Ensure that library stock is correctly and neatly shelved.
4. Maintain the register of borrowers.
5. Deal with users' enquiries personally and by telephone or email, using IT resources as required.
6. Assist individuals of all abilities with digital skills, including use of Microsoft Office, Internet, Wi-fi and smart devices.
7. Required to handle Cash daily.
8. Process materials including requests, additions to stock, repairs and withdrawals of stock from the library system.
9. Participate in promotional work and activities with a particular focus on working with families, such as leading Bookbug, Craft and Coding Sessions.
10. Provide relief cover at other libraries when required.

Job Demands

1. You will be office based.
2. You will be required to deal with conflicting priorities and deadlines.
3. You will regularly be responsible for cash handling or processing financial transactions such as invoices
4. You will have excellent written and verbal communication skills.
5. You may be required to interact with demanding/angry individuals.

6. You may encounter individuals who do not agree with decisions made by the Council.
7. You will provide a front-line service to council customers.
8. You will be responsible for handling and processing information.
9. You will be responsible for moderately expensive equipment.
10. You must be mobile throughout the Council.
11. You will be required to work early mornings and/or evenings.
12. You will be required to use your own initiative.
13. You will be required to maintain up to date knowledge of relevant legislation.
14. You will occasionally be required to work out-with normal office hours.
15. You will be required to maintain confidentiality at all times.
16. You will be required to work as part of a team.
17. 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, Maths, 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 • Attention to detail • Experience using MS office packages. • Experience working in a front line customer service environment.	• Analytical skills • Problem solving skills • Relevant experience is required. • Experience in moving and handling. • Experience working with children and young people. • Experience in data protection legislation. • Experience in direct cash handling. • Experience in working in Public Sector or political environment. • Gaelic language skills	Application Form Interview Qualification
Falkirk Council Values & Behaviours		**How we assess this**
• Demonstrates behaviours which are consistent with Falkirk Council Values **(Responsive, Innovative, Trusted, Ambitious)**		Application Form Interview