Library Services Assistant
£15,807 - £18,764 Pro rata
Library of Birmingham
1 Fixed Term contract – 22.01.2018
1 Permanent

Permanent is working 12.83 hours per week. Fixed term is working 12.75 hours per week.

Experience of working within a public service delivering front line customer service such as dealing with enquiries; provision of advice & guidance;

Knowledge of library standards of behaviour and experience of successfully managing those who are not adhering to them e.g. eating/drinking and misuse of equipment.

Sufficient knowledge of ICT systems to provide assistance to customers

Demonstrates previous responsibilities in crowd and queue coordination including emergency & evacuation procedures

Demonstrates a commitment to providing a quality service to others in a positive manner

A commitment to training and development

For any Informal enquires please contact Jan Paterson – Duty Manager on 0121 303 6203

Ref: PL1212017

Closing Date: 01 June 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
JOB DESCRIPTION

Job Title: LIBRARY SERVICES ASSISTANT

Directorate: PLACE Division: Library of Birmingham

JOB PURPOSE

To be responsible, as part of a Library Services team, to the Senior Library Services Assistants for the following:-

1. The day to day delivery of the core customer facing functions of the Library of Birmingham.
2. To positively present the public face of the Library of Birmingham.
3. To maintain the working relationships with other Library of Birmingham specialist teams and functions, as well as partners and suppliers to deliver the overall customer experience and support service objectives.

DUTIES & RESPONSIBILITIES

1. To answer customer enquiries
2. To interact with customers face to face and through other access channels such as telephone, the web and other online means.
3. To operate the stock flow system in the building.
4. To support the various programmes of activities, exhibitions, and events held by the Library of Birmingham.
5. To provide support and assistance to customers using ICT in the building.
6. To handle cash and cashless payments for services as required.
7. To help promote the Library of Birmingham services and events to customers.
8. To help ensure a seamless, co-ordinated approach to crowd and queue management (including emergency and evacuation procedures).
9. To provide a basic behaviour management function e.g. dealing with eating, sleeping, misuse of escalators.
10. To have an understanding of Equal Opportunities Policies and Procedures, together with all relevant Health and Safety regulations.
11. To maintain an appropriate level of knowledge and expertise to ensure effective performance in the post.
12. Any other duties commensurate with the grade of the post that may, from time to time be required.

RELATIONSHIPS

(i) Accountable to: Senior Library Services Assistant

(ii) Officers reporting to the post: None

PHYSICAL CONDITIONS

(i) Hours: 36.5 per week
          18.25 per week

(ii) Workplace: Library of Birmingham

OTHER SPECIAL CONDITIONS
None

EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT

Birmingham City Council will ensure that all existing and potential employees receive equal consideration, and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, responsibility for defendants, religion, trade union activity and age (up to 65).

It is the intention of the City Council that the workforce, at all levels, should reflect the composition of the City’s population. To achieve this the Council will take active and positive steps to eliminate discrimination, reduce the effects of past discrimination and to promote equality in employment.
Person Specification

Post: Library Services Assistant
Grade: 2

Division: Library of Birmingham
Section: Customer Experience
Directorate: PLACE

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td>Education/Qualifications</td>
<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Experience</td>
<td>1. Experience of working within a public service delivering front line customer service such as dealing with enquiries; provision of advice &amp; guidance;</td>
<td>AF/I</td>
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<td></td>
<td>2. Knowledge of LOB standards of behaviour and experience of successfully managing those who are not adhering to them e.g. eating and misuse of equipment</td>
<td>AF/I</td>
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<td>3. Demonstrates previous experience of working with a number of different partner groups e.g. suppliers, which results in positive contributions and workplace outcomes</td>
<td>AF</td>
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<td>4. Sufficient knowledge of ICT systems to provide assistance to customers</td>
<td>I</td>
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<td></td>
<td>5. Demonstrates previous responsibilities in crowd and queue coordination including emergency &amp; evacuation procedures</td>
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<tr>
<td>Skills &amp; Ability</td>
<td>1. Demonstrates a commitment to providing a quality service to others in a positive manner</td>
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<td></td>
<td>2. Follows instructions correctly – skilled at facilitating and ensuring their activities happen as required within the specified timescale.</td>
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<td>3. Takes responsibility for developing own skill</td>
<td>AF/I</td>
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and knowledge to ensure optimum contribution to service area

4. Ability to operate flexibly understanding the requirement to change priorities according to the needs of the service.

5. Works in a manner which reflects BCC’s Equal Opportunities commitment

6. An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016

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<tr>
<th>Training</th>
<th>1. Shows evidence of Continuous Personal and Professional Development, demonstrating a positive approach to training.</th>
<th>AF</th>
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<tr>
<td>Other</td>
<td>To be sufficiently competent in literacy and numeracy, and be proficient in ICT, to enable the post holder to perform the relevant duties of this role</td>
<td>AF</td>
<td>I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.