Library Support Assistant
£15,014 - £15,613 Pro Rata
Part time
Permanent
Required for September 2017

The Birmingham Community Library Service is being transformed with a focus on customer needs and the development of new services alongside book lending, information services, access to IT and community activities. Vacancies exist for people who can work flexibly and who want to make a positive contribution to this exciting period of change.

Kings Heath Community Library. Working 14.36 hours per week, including Saturdays

Harborne Community Library. Working 14.36 hours per week, including Saturdays

South Yardley Community Library. Working 10.35 hours per week, during weekdays, Saturday working may also be required on occasion.

To assist the Library Manager and other Senior Staff in the provision of an effective, Modern library service, including book lending, IT services and a range of other community services.

- Key duties will include assisting customers and dealing with routine enquiries face to face and on the telephone, enrolling new borrowers, helping customers access IT services, issuing and discharging books on either a computerised or manual system. Other duties may include undertaking general clerical duties e.g., stamping, stationery and filing as required, minor book repairs, Dealing with monies, taking fines, reservation fees and other income.

- Key requirements are the ability to provide a high quality customer service and an ability to follow health and safety requirements.

Website: www.libraryofbirmingham.com, community libraries

Enquiries to communitylibraries@birmingham.gov.uk

Ref: PL2382017

Closing Date: 24 August 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 Support Assistant
DIRECTORATE: Place

GRADE: GR1
DIVISION: Neighbourhoods and Communities

JOB NO:
SECTION: Community Libraries

JOB PURPOSE:
To assist the Library Manager and other Senior Staff in the provision of an effective and efficient lending service.

DUTIES AND RESPONSIBILITIES:
1. Issuing and discharging books, including renewals, on either a computerised or manual system.
2. Dealing with routine enquiries both at the counter and on the telephone.
3. Replacing returned books and general tidying of shelves.
4. Enrolling new borrowers, writing tickets, entering in computer system, overdue notices and dealing with books reservations.
6. Dealing with monies, taking fines, reservation fees and other income.
7. Undertaking general clerical duties e.g., verification, stamping, stationery and filing as required.
8. Carry out such other associated duties as may from time to time incidentally arise, develop, or be assigned.

EDUCATIONAL REQUIREMENTS:

RELATIONSHIPS:
(i) Accountable to: Library Manager
(ii) Key officers reporting to the post: N/A
(iii) Supervisory Responsibility: None
PHYSICAL CONDITIONS:

i) Hours: Variable, up to 36.5 hours per week

ii) Workplace: Community Library

CONTACTS:

Employees with Birmingham Library Services.
General public.

OTHER DETAILS:

Cash handling.
May be required to work at various service points.
The appointment is conditional upon confirmation by the Criminal Records Bureau that you do not have a criminal record, which would exclude you from appointment under the Protection of Children guidelines.
Enhanced pay for weekend working does not apply to this post.

The City Council is currently carrying out a pay and grading review, known as Single Status.
As a result of this, the grading of this post may be affected in the future.

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 dependents, religion, trade union activity and age.

It is the intention of the City Council that its 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**

**JOB TITLE:** Library Support Assistant  
**GRADE:** 1  
**DIVISION:** Neighbourhoods and Communities  
**SECTION:** Community Libraries

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

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| **EXPERIENCE** (Relevant work and other experience) | ▪ Experience of work with people either through employment, or voluntary work, work experience or participation in other activities e.g., at school, college or in the community.  
▪ Experience of use of computers / databases / Keyboards and software such as Windows. | AF/I   |
| **SKILLS AND ABILITIES** (e.g. written communication skills, dealing with the public) | ▪ Show an understanding of working with a diverse community including people from black and minority ethnic groups and people with disabilities.  
▪ Show an enthusiasm for reading and literacy.  
▪ Show an enthusiasm for the role of libraries and information work.  
▪ Effective verbal communication skills enabling you to answer enquiries from customers with diverse needs/backgrounds, either face to face or over the telephone.  
▪ Show an ability to spell for searching on the internet, alphabetical and numerical ordering.  
▪ A flexible approach to work which would involve working at different sites.  
▪ Show an understanding of working with others in teams.  
▪ Show a willingness to present a positive image of the service. | AF/I   |
| **TRAINING**                                | ▪ Demonstrate your willingness to up-date your skills through a variety of learning methods e.g. reading/use of computers.                                                                                     | AF/I   |
| **EDUCATION/QUALIFICATIONS** (NB: Full regard must be given to overseas qualifications) |                                                                                                                                             |        |
| **OTHER**                                   | The appointment is conditional upon confirmation by the Criminal Records Bureau that you do not have a criminal record, which would exclude you from appointment under the Protection of Children guidelines.               |        |

**ALL STAFF ARE EXPECTED TO BE COMMITTED TO THE CITY COUNCIL’S EQUAL OPPORTUNITY POLICY**