Apprentice Library Support Assistants (4 posts)
Immediate Apprenticeship in Customer Services – Level 2
£12,011 (pro-rata)

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Erdington Library</td>
<td>31 hours</td>
<td>May include Saturday working</td>
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<tr>
<td>Balsall Health/Sparkhill Library</td>
<td>28 hours</td>
<td>Saturday working required</td>
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<tr>
<td>Ward End Library</td>
<td>18.25 hours</td>
<td>May include Saturday working</td>
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<tr>
<td>Acocks Green Library</td>
<td>18.25 hours</td>
<td>Saturday working required</td>
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Birmingham City Council Community Libraries provide an increasing range of different services, and are an essential ingredient of daily life within our richly diverse local communities and neighbourhoods. The 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. We are seeking to recruit 4 Apprentice Library Support Assistants to join our friendly teams based in our vibrant community libraries. Vacancies exist for people who can work flexibly and who want to make a positive contribution to this exciting period of change.

You will provide an effective and efficient service support to ensure the Library offers consistent, high-quality, customer-oriented services to its customers. You will be involved in dealing with enquiries face to face, and on the telephone, enrolling new borrowers, assisting customers access IT services, issuing and discharging books on computerized and manual systems. Additionally you will undertake general administrative/library duties including, ordering stationery, filing, dealing with monies, taking fines, reservation fees, and minor books repairs.

You will be numerate and literate with good IT skills and are able to work accurately with attention to detail. You will be personable, enthusiastic and have a positive approach to customer service.

You will undertake the Customer Services Immediate Apprenticeship Level 2 and with no upper age limit for becoming an apprentice, we welcome applications from all members of the community.

As well as an attractive apprentice salary (exceeding the National Apprenticeship Wage), you will receive 29 days holiday, and the opportunity to join the Local Government Pension Scheme. You will also enjoy an excellent package of benefits and discounts with some of the UK’s top retailers. We will give you all the support you need to develop your skill set and achieve your own ambitions.

Please complete all sections of the Birmingham City Council application form. You must fully address the 5 questions which are highlighted on Section 12.

Please return all completed Application Forms to apprenticeships@birmingham.gov.uk

For further information please contact Darren Canning Darren.canning@birmingham.gov.uk

Ref: PL2442017

Closing date: 21 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.”
Place Directorate

Job Description

JOB TITLE: Library Support Assistant
GRADE: 1

SECTION: Community Libraries
DIVISION: Neighbourhoods and CC

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.
**Place Directorate**  
**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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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
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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. |
| **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. |
| **TRAINING** | ▪ Demonstrate your willingness to up-date your skills through a variety of learning methods e.g. reading/use of computers. |
| **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**