Library Service Assistant – Business & Reception Services
Library of Birmingham, Centenary Square, Broad Street, Birmingham
£15,507 - £18,560 pro rata
Working 18.25 hours per week
Permanent

Are you looking to build and develop new and existing skills around business, learning, reception and retail services?

An exciting opportunity has arisen to work within the Library of Birmingham’s Business & Reception team delivering a first class, customer focussed service in a busy and demanding environment.

This role will also support the Manager and Team in delivering a range of library services to the public, and the day to day running of the Library including supporting stock management incl. stock maintenance; assisting with promotional activities including group visits, events and displays, supporting customers with accessing business and learning databases and resources and being the first point of contact for information on Library of Birmingham's services.

As this vacancy involves working alternate Saturdays plus one late night until either 7.15pm or 9.00pm flexibility is key and dependent on the business needs of the service.

For any informal enquiries please contact: Yvonne Barker, Library Services Manager, Business, Reception, Retail and Reception on 0121 303 6134

Ref: PL2712017

Closing date: 06 September 2017

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken
“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.”
1. **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.

2. **Duties and 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.

3. **Supervision Received**

   3.1 **Supervising Officer Job Title** –
   Senior Library Services Assistant; Library Service Manager

   3.2 **Level of Supervision**

   Regularly supervised with work checked by supervisor.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act.
- A Disclosure and Barring Service check will be undertaken.

Observance of the City Council’s Equal Opportunities Policy will be required.
## Person Specification

**Post:** Library Services Assistant

**Salary/Grade:** GR2

**Division:** Culture & Visitor Economy

**Section:** Library of Birmingham

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

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<th>CRITERIA</th>
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<tr>
<td><strong>Experience</strong>&lt;br&gt;(Relevant work and other 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>
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<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>
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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>
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<td>4. Sufficient knowledge of ICT systems to provide assistance to customers</td>
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<td>5. Demonstrates previous responsibilities in crowd and queue coordination including emergency &amp; evacuation procedures</td>
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<td><strong>Skills &amp; Ability</strong>&lt;br&gt;e.g. written communication skills, dealing with the public etc.</td>
<td>1. Demonstrates a commitment to providing a quality service to others in a positive manner</td>
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<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 and knowledge to ensure optimum contribution to service area</td>
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<td>4. Ability to operate flexibly understanding the requirement to change priorities according to the needs of the service.</td>
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<td>5. Works in a manner which reflects BCC’s Equal Opportunities commitment</td>
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<td>Training</td>
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<td>Shows evidence of Continuous Personal and Professional Development, demonstrating a positive approach to training.</td>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.