

LIBRARIES NI

JOB DESCRIPTION

Job Title:	Library Assistants (6 posts)
Grade:	Senior Clerical Officer
Salary:	£18,795 to £19,171 (NJC points 5-6) pro rata (under review)
Hours:	See below
	Times/pattern of work to be agreed as for the place of work. Working patterns may be subject to change.
Location:	Ards and North Down Business Area
	Libraries NI is seeking to create a reserve list of motivated and enthusiastic individuals for Library Assistant vacancies that arise in libraries in the Ards and North Down area during a 12 month period. Libraries located in this area are: Comber Library; Donaghadee Library; Holywood Library; Newtownards Library and Portaferry Library. Applicants will be required to indicate their preferred library location(s) as part of the application process.
	There are currently six immediate part-time posts awaiting appointment from the reserve list that will be established from this recruitment campaign in the following locations:
	Comber Library – 20 hours per week, permanent post
	Donaghadee Library – 27 hours per week permanent post
	Holywood Library – one 20 hours per week permanent post and one 20 hours per week temporary post until 31 March 2021, <i>subject to review, dependent on business need. Please note the temporary post may be extended, made permanent, or terminated for any valid reason.</i>
	Newtownards Library – 28 hours per week, permanent post
	Portaferry Library – 10 hours per week, permanent post
	The post holder will be based at a public service point. He/she is required to work a pattern comprising a mix of mornings, afternoons, evenings and weekends. The postholder may be required to work alone at a service point. The postholder will also be required to work at any other service point including mobile libraries from time to time to provide emergency staff cover or for training purposes, in particular other libraries within the area they are appointed.
Wait List:	Successful applicants appointed to the reserve list will be placed in rank order of success and may be offered a Library Assistant vacancy for external appointment as and when it arises in their preferred location(s) during the 12 month period that the reserve list is valid. Once appointed to a permanent vacancy the candidate will be removed from the reserve list and any subsequent vacancy will be offered to the next candidate on the reserve list irrelevant to the working hours attached to the vacancy.

Responsible to: Branch Library Manager

Job Purpose: Under the direction of the line manager the postholder will assist in the delivery of all library services. He/she will be a member of a team of front-line staff providing library services to meet the learning, information, leisure and cultural needs of the local community.

MAIN DUTIES AND RESPONSIBILITIES

Core services to clients

Under the direction of the Appropriate Line Manager:

1. Assist clients to make best use of services and facilities through:
 - a. Handling client enquiries using print and electronic resources (eg books, CD ROM and the Internet);
 - b. Processing requests;
 - c. Helping clients to select and use all library resources and facilities;
 - d. Introducing and explaining library services, rules and regulation to new and existing clients and operating Libraries NI complaints procedure;
 - e. Registering clients.
2. Assist with the routine delivery of the programme of promotional activities to include school class visits, story time, user education events, special initiatives etc.
3. Assist with the day to day routine procedures and the delivery of client focussed library services in the areas of learning, information, leisure and culture to include:
 - a. Shelving, tidying, maintaining books and other resources;
 - b. Circulation e.g.: issue, discharge, and renewal procedures for all resources;
 - c. Operation of information communication technology relevant to the post.
4. Assist with collation of statistics and maintenance of appropriate records as required.
5. Play an active role within the team in ensuring that all services are provided to consistently high standards and comply with current library policy and procedures.
6. Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure.

Staff Development

1. Attend and participate in training and staff development programmes in compliance with Libraries NI Staff Development Policy, including staff Appraisal.
2. Co-operate as required in the introduction, development and operation of any Information Communications Technology relevant to the grade.
3. Keep abreast of initiatives and developments within the library service.
4. Contribute to the delivery of training on routine aspects of Public Service Point work.

Premises and Facilities

Under the direction of the Appropriate Line Manager:

1. Assist with the maintenance of an orderly, safe and welcoming environment for clients and colleagues in accordance with Libraries NI Health and Safety policy.

2. Assist the line manager to ensure that all equipment is handled with care, maintained according to Libraries NI policy, properly secured and that the service point inventory is accurate and up to date.
3. Contribute as required to the opening and securing of premises and report any problems to the appropriate Senior Officer.
4. Implement Libraries NI policy relating to library charges.
5. Assist with the daily, weekly and monthly completion of standard forms and banking routines in accordance with Libraries NI policy.
6. Any other duties relevant to the grade as may be reasonably required by the Chief Executive or his/her designated officer from time to time.

PERSONNEL SPECIFICATION

Applicants must provide evidence that, by the closing date, they meet the following criteria:

QUALIFICATIONS

1. a minimum of five GCSE/GCE O levels at grades A*-C or equivalent, including English and Maths or equivalent/higher qualification.

EXPERIENCE

2. at least one years' experience of providing a face to face service to a diverse range of the public, which must include evidence of working with children and older people, in a customer focused environment.
3. experience of using current Information Communication Technology (ICT) for accessing, selecting and using information
4. experience of working in a team environment

KNOWLEDGE AND SKILLS

5. good oral and written communication skills.

OTHER REQUIREMENTS AND CONSTRAINTS

6. be able to work a mix of mornings, afternoons, evenings and weekends as required, both at base and in other service points as required.
7. have no criminal record which would prevent working with children and/or adults at risk.

The above essential criteria will be used for shortlisting purposes. The panel reserves the right to enhance the shortlisting criteria.

NB: In addition shortlisted candidates will be expected to demonstrate the following essential requirements throughout the selection process.

KNOWLEDGE AND SKILLS

- proficiency in the use of e-mail and the internet to support people using online services/current technology
- knowledge of books and reading, library resources in all formats
- good interpersonal skills.

PERSONAL QUALITIES AND ATTRIBUTES

- ability to work co-operatively in a team environment

- positive approach to customer (internal and external) service
- ability to prioritise tasks and work to deadlines
- approachable and confident
- tact and diplomacy
- open and engaging personality
- flexible.

DESIRABLE

EXPERIENCE

1. Experience of supporting, contributing to or delivering events or activities
2. Experience of working in a public, academic or specialist Library

TERMS AND CONDITIONS

These are permanent/temporary appointments. The successful candidate will be employed on NJC terms and conditions of service and membership of the Northern Ireland Local Government Pension Scheme is automatic for persons eligible to join. Further information about pensions is available on the NILGOSC website www.nilgosc.org.uk

Where applicable the appointment will be subject to satisfactory completion of all procedural and pre-employment checks.

Where applicable the successful candidate will be subject to a probationary period of six months.

An unpaid meal break of 30 minutes will normally be taken by employees who are contracted to work four hours or more per day.

Travelling and Subsistence

Travel expenses at rates approved by Libraries NI will be paid in respect of approved journeys necessary as an employee of Libraries NI.

Mobility Clause

The post will be located in an agreed location, or at any alternative premises as may be reasonably required and may be subject to change following consultation with the post holder.

Excess Fares

If you are an employee of Libraries NI and in receipt of excess fares, this provision will cease on appointment.

Information on the selection process is detailed in Libraries NI 'Guidance Notes for Applicants.' It is important that applicants refer to these notes when completing their application form.

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

To view Libraries NI's privacy statement please visit www.librariesni.org.uk or ask Human Resources staff for a copy.