



Library and Outreach Assistant

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| Reports to: | Library and Outreach Manager or Library and Outreach Officer | | |
| Department: | Resident Services | Grade: | Scale 4 |
| DBS Status: | Basic | Politically restricted: | No |
| Job Purpose: | | | |
| <p>To provide a welcoming and helpful inclusive service to library and outreach customers, assisting them with the use of the library and community outreach facilities, and general enquiries.</p> <p>To undertake the necessary routine functions to ensure the provision of an efficient and effective library and outreach service.</p> <p>To assist in the day-to-day delivery of services, events and stock work.</p> <p>To respond to customer queries as a first point of contact, in person, by telephone and in writing, providing a professional service.</p> <p>To participate in library service promotional activities and events, undertaking activities with library users of all ages, as directed.</p> <p>The postholder will have trained skills in using the databases and ICT systems to ensure accuracy of customer and service management information, provide information to customers and have knowledge of how to refer to other relevant Council services and external organisations.</p> | | | |
| Values | | | |
| <p>Collaborate proactively.</p> <p>Lead inclusively.</p> <p>Embrace change.</p> <p>Be bold and curious.</p> <p>Celebrate and share our success.</p> | | | |

Job specific roles and responsibilities

1. To assist with customers in person, in writing and on the telephone, providing an efficient and friendly service, referring customers to other staff, or other sources of information as appropriate.
2. To undertake functions associated with shelving, promotion, display, and storage of library materials, raising matters regarding the condition, appearance of use of stock to the attention of the line managers.
3. To provide help and support to customers with their information needs, including use of and promotion of the Council's digital offer.
4. To support the Library and Outreach Officer in the collection, reconciliation, and banking of any library income, in relation to library activities.

5. To participate in the planning, promotion and delivery of library events, including storytelling, class visits, children's activities and other reading promotional initiatives.
6. Set up for events and hall hire in the libraries.
7. To support the development of links with community groups, educational establishments and individual in order to promote and improve the outreach service.
8. To assist in the maintenance of promotional and marketing information relating to community outreach provision, ensuring information is accurate and up to date.
9. To support the Library and Outreach Officer in identifying and reporting customer service and routine maintenance issues at the library, escalating more serious matters as appropriate.
10. To support the Library and Outreach Officer in the day-to-day security of the building and equipment, reporting shortfalls and defects, as necessary
11. To ensure the library environment is welcoming, vibrant and a safe place to visit.
12. Maintaining the appearance of the library and reporting faults in line with Council policy and health and safety regulations,
13. To be responsible for ensuring that the library is opened and closed correctly and that all policies and procedures are adhered to
14. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
15. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.
16. Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

Undertake any other duties commensurate with the general level of responsibility of this post.

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Essential Requirements (key skills & qualifications)**Knowledge and Qualifications**

- Knowledge and understanding of routine library operations and different types of stock, which could be from a customer viewpoint.
- Knowledge and understanding of basic IT software applications, including Microsoft Office.
- Knowledge and understanding of assisting with and supporting events and activities.
- Knowledge of, and commitment to the Council's policies on equal opportunities

Experience

- Experience of working in a front-line role, in a customer service setting.
- Experience of using standard IT software, including Microsoft Office.
- Experience of cash handling.
- Can demonstrate a knowledge of assisting in organizing, promoting, and delivering events

Skills and Abilities

- Good communication skills, both verbally and in writing, with the ability to respond to customer enquiries politely and courteously, from a range of diverse communities; supporting customers with face to face, online and telephone enquiries.
- Good IT skills, with the ability to use standard IT software, and other relevant software appropriate for the role and the service.
- Ability to understand various filing systems, e.g., alpha-numerical, and shelve books in order.
- Excellent attention to detail.
- Ability to work effectively as an individual and a member of a team, cooperating and supporting colleagues in the workplace.
- Ability to participate in events and activities including children's storytelling, IT classes and school visits.
- Ability to work flexibly across a group of libraries as required, including evenings and weekends
- Ability to work at any service points in the Library, Culture and Heritage service
- Numeracy skills, with the ability to participate in the reconciliation and banking of library income.
- Ability to work with minimum supervision.
- Ability to act as duty officer for the shift and reporting any issues to the Library and Outreach Officer
- A commitment to and understanding of the principles of customer care in both employment and service delivery.
- Willingness and ability to learn new skills, including changes to processes through digital transformation, supporting customers to navigate through this.
- Ability to identify and deal with customer service and routine maintenance issues, but also knowing when to escalate more serious matters to the line manager

Budget Responsibility – No**Overall Headcount – No**



Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs