# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Library Assistant

# Department: Communities, Economy and Transport

# Grade: [Single Status 3/4](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Library Manager or Assistant Library Manager

# Responsible for:

# Purpose of the Role:

To work as part of a team providing a welcoming, courteous and efficient service for library customers.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers.
2. Provide timely and accurate information in writing and verbally as required.
3. Undertake administrative duties in accordance with statutory and departmental requirements and systems.
4. Accurately maintain local paper or computerised records.
5. Ensure you follow all local policies and you comply with any legal duties of the service.
6. Support managers in maintaining property, resources and facilities and their security.
7. Ensure the security of Council property that you are required to use or that customers may use or loan from the service.
8. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards, to a value of less than £100 a week.

**Progression to SS4 dependent on the following responsibilities being required of the role:**

1. Use developed knowledge of the service or more specialist skills to undertake more complex tasks e.g. assistant in a technical specialism, training and mentoring new staff

**And one of the following:**

1. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards, to a value of £100 or more per week

**or**

1. Take responsibility for referring enquiry on to other colleagues or teams on behalf of external customers if necessary or advise the customer of services that they can access to meet their needs.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 2 qualification or equivalent experience.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Ability to manage own time effectively and deal with conflicting demands
* Ability to accurately input and check computer data.
* Able to communicate concisely. Speaking and writing using plain English to convey clear messages e.g. able to deal with telephone queries, liaise with managers, staff and members of the public and write basic letters.
* Ability to communicate effectively and converse at ease with customer and provide advice in accurate spoken English.
* Ability to undertake manual handling tasks.
* Problem solving skills.
* Ability to deal with difficult and challenging customers and situations.
* Basic ICT knowledge including working knowledge of Microsoft Office (in particular Outlook, Word and Excel).
* Awareness of the services provided by ESCC and the function of the team the role supports.
* Cash handling.
* Customer focussed approach to work.
* Ability to work in a team.
* Good time management.
* A commitment to equal opportunities and anti-discriminatory practice.
* Interest in ICT.
* Ability to learn to use new computer systems.
* A willingness to undertake computer training as required.
* Flexibility in working hours and location (hours may be worked on a rota/emergency basis to include weekend and evening working).
* Full driving licence or ability to demonstrate how you will meet the travelling needs of the role.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

* Implementing Health & Safety policy and procedures.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | No |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |