Role profile

**Library Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Children’s Services |
| **Reports to** | Senior Library Assistant or Lead Library Assistant |
| **Job family** | Operational Services |
| **Grade** | B |
| **Political restricted?** | N |
| **DBS required?** | Y - Basic |
| **Date** | June 2022 |
| **JE Code** | JE0673 |

Key deliverables

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| **1** | To promote, sustain and celebrate the value of reading in the community with a view to promoting literacy, enjoyment of reading and to enable people to access information to enrich lives. |
| **2** | To undertake front line duties at any service point as necessary and assist with promotional activities such as story times. |
| **3** | To assist in the promotion of the Library Service as well as Milton Keynes Council, foster good relations within the whole community and be responsive to the needs of the public. |
| **4** | To offer advice and guidance to customers on the use of library materials and equipment. |
| **5** | To contribute to the maintenance of a healthy and safe environment for staff and customers at their given service point, under health and safety legislation, as well as safeguarding stock & equipment. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | GCSE Maths and English A-C grade, or relevant experience to demonstrate adequate levels of literacy and numeracy. |
| **2** | Ability to use a range of ICT software/hardware including MS Office, information databases and specialised Library specific applications. |
| **3** | Highly proficient customer care and verbal communication skills with the ability to work with groups of children to deliver story sessions. |
| **4** | Ability to recognise issues arising from working on the frontline with the public and solve or refer to more senior staff. |
| **5** | Ability to work effectively in a busy multi-tasking environment and independently as well as part of a team. |
| **6** | Full driving licence and access to a vehicle to be able to travel to meet service delivery requirements. (Desirable) |

Job family

**Operational Services (Grade B)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the city council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders carry out a number of different tasks using a wide range of tools and equipment. They depend upon their experience and initiative to make day to day choices about work methods and short-term priorities.

**The knowledge and skills required**

As the focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. Job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

Carrying out tasks will require job holders to be trained and/or experienced in a range of duties using a variety of tools and equipment. Numeracy and literacy skills will be needed to progress work and maintain records.

**Thinking, planning and communication**

Most work will be routine in nature, but there will be the need to make straightforward judgements about day to day choices where the job holder will have little doubt what to do.

Job holders will be required to exchange information with colleagues or others. For instance, the distribution or receipt of health and safety instructions, work schedules and operating manuals.

**Decision making and innovation**

Job holders will work from standard instructions but will use their initiative to make minor day-to-day decisions. Usually following laid down procedures or under specific instructions. They will not be expected to deviate from established practices in carrying out tasks.

**Areas of responsibility**

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. There will be no supervisory responsibilities at this level although job holders may assist with the orientation of new starters or volunteers.

Other than the occasional handling of small amounts of cash or financial records, job holders will have no financial responsibilities.

Job holders will be using tools, vehicles and/or equipment daily and will share responsibility for their care and basic maintenance. There will be additional shared responsibility for the care and/or cleaning and maintenance of city council premises or workspaces.

**Impacts and demands**

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will be a need to maintain an awareness of the work surroundings and the actions of others in order to maintain required health and safety standards.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.