

## **Job Title: Library Service & First Point Officer**

### **Job Description**

<b>Job Purpose</b>
To provide frontline customer services in the library.
<b>Major Tasks</b>
<p>Deliver an efficient and effective range of public library service duties which includes:</p> <ul style="list-style-type: none"> <li>• Work to deliver the outcomes of the Library Quality Standards Framework to ensure that the highest quality service is available to all customers at all times.</li> <li>• Keep up to date with all library guidelines and working practice and maintain awareness and understanding of other borough council and town council services and procedures.</li> <li>• Ensure that library materials are issued and returned correctly via an automated stock management system, maintaining a welcoming and attractive library.</li> <li>• Provide advice and information on books and reading and to support customers in their use of all library resources.</li> <li>• Undertake reading development activity programmes.</li> <li>• Undertake any administrative duties that are relevant to the library service and to providing the “Customer First Point @” service delivered through public libraries.</li> <li>• Deliver a diverse range of library and customer service duties, through various channels (in person, telephone, email etc) answering enquiries or signposting and referring customers to alternative sources of information and advice.</li> <li>• Take payments following relevant procedures and processes, updating appropriate systems and completing any administration work associated with this function.</li> <li>• Adhere to legislative and data protection requirements.</li> <li>• Comply with all corporate Health &amp; Safety procedures.</li> <li>• Undertake such other duty as may be appropriate to achieve the objectives of the authority and is commensurate with the post holder’s salary.</li> <li>• Open and close the library at correct times with key holder responsibilities.</li> <li>• On occasions to be alone and in charge of a library, assuming responsibility for the safety and security of the building as appropriate.</li> <li>• Maintain statistical records and respond to requests for information from other appropriate contacts.</li> <li>• The post holder may be required to work at any of the Town Councils’s buildings. Moving between sites to provide customer service is an expectation of the job.</li> <li>• Library opening hours are subject to regular review and may be altered to reflect changes in customer demand; appropriate notice will be given if the working rota is to be substantially changed.</li> </ul>

### **Contacts & Relationships**

- There will be contact with Borough and Town Council Members.
- Work in partnership with Telford and Wrekin Council, other councils, other statutory bodies and external organisations.
- To act as the Council's representative as required, including attending meetings with key partners and promoting the Council within the local community.
- To represent the Council to members of the public and ensure that enquiries are dealt with sensitively and diplomatically.

### **Creativity**

- To contribute to the improvements in service routines and procedures.
- To contribute to appropriate Town Council events and activities.

### **Decisions**

- The post holder will make decisions about matters relating to established policy and about how best to deal with an enquiry or routine request for service from a customer. On occasion this will require flexibility and initiative in the application of guidelines and procedures.
- Make recommendations for improvement to operational procedures where necessary.

### **Management & Supervision**

- The post holder has no permanent direct or indirect supervisory responsibility, but instructs and provides general supervision over any casual library assistants and others including any staff who are working at a library as part of a work experience programme.

### **Supervision Received**

- Is directly responsible to the Town Clerk who will provide support through one to ones.
- The post holder will work within the existing policies, procedures and guidelines, however the nature of the duties means that there is a high degree of independence when dealing with customer enquiries.

### **Complexity**

- Ensure that they keep up to date with any changes to library routines and procedures to deliver accurate and high quality customer services.
- A broad knowledge of all library services to ensure that all enquiries and requests for service are dealt with appropriately within existing policies and procedures.
- The post holder requires concentration and alertness when dealing with both telephone callers and library visitors.
- The busy public service environment may mean the postholder experiences pressures at certain times of the day; the post holder must be able to accommodate other duties within the daily routine whilst dealing with a range and volume of work quickly and accurately.
- The ability to respond calmly and professionally when serving customers.
- Able to work evenings, Saturdays, Sundays and Bank Holidays.

### **Resources**

- Keyholder and alarm responsibility
- Cash, cheque and chip 'n' pin processing for library and First Point services – charges for fines and library hires.
- Receipting of new library stock.
- Access to personal information via Galaxy and First Point databases.
- Responsibility for reconciling income and expenditure
- Responsible for evacuating members of the public during Fire alarms.

Impact
<ul style="list-style-type: none"> <li>• Contributes to the improvement of literacy within the local community.</li> <li>• Assisting and supporting customers to learn skills to enable them to channel shift. Create a welcoming environment which contributes to health and wellbeing of local community.</li> <li>• The provision of frontline customer services to the Borough's residents, such as applications for Blue Badges and bus passes. They may also sell tickets for Town Council events and activities.</li> </ul>
Physical Demands
<ul style="list-style-type: none"> <li>• The role involves regular manual handling – including stretching, bending, lifting and carrying of stock and resources.</li> <li>• Pushing trolleys of books.</li> <li>• The role involves regular standing for prolonged periods or floor walking whilst serving customers.</li> </ul>
Working Environment
<ul style="list-style-type: none"> <li>• This is a public facing role and due to the nature of the duties undertaken and constant contact with members of the public, the post holder, on occasion may be subject to verbal and physical abuse. The post holder is required to maintain a calm and professional attitude at all times.</li> <li>• Assisting customers who are distressed when updating personal information.</li> </ul>
Emotional Context
<ul style="list-style-type: none"> <li>• The role may bring you into contact with challenging service users – on occasions customers may disclose upsetting information whilst completing First Point applications. May on occasion have to report child safeguarding concerns for children in libraries.</li> </ul>
Other
<ul style="list-style-type: none"> <li>• The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.</li> <li>• The postholder will be expected to actively follow Oakengates Town Council policies, including those such as Equal Opportunity &amp; Diversity, Human Resources, Information Security and Code of Conduct etc.</li> <li>• The postholder will be expected to maintain an awareness and observation of Fire and Health &amp; Safety Regulations.</li> <li>• The post holder will be expected to be a first aider.</li> </ul>

## Person Specification

Qualifications	Essential	Desirable
A good general standard of education, preferably 5 passes at GCSE grades A-C or equivalent.	✓	
Keyboard and computer literacy	✓	
Experience		
Experience of working in a Local Council Setting		✓
Relevant experience or an interest in working with children and display a commitment to the protection and safeguarding of children.	✓	
Experience of organising and delivering events and activities	✓	
Experience of partnership working.		✓
Some of experience of working in a community venue would be beneficial		✓

Ability to prioritise, meet deadlines and plan workload effectively	✓	
<b>Knowledge &amp; Skills</b>		
Knowledge of books, online resources and information on the Council website.	✓	
• Able to work accurately, at times under pressure.	✓	
• Able to communicate articulately with a diverse range of library customers.	✓	
• Able to use good questioning skills to understand and meet the needs of library customers.	✓	
• Able to show initiative and enthusiasm for developing new skills.	✓	
<b>Personal Skills</b>		
• As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages.	✓	
• An interest in library service provision.	✓	
• Enjoy reading and working with people.	✓	
• A polite, courteous, outgoing personality.	✓	
• Ability to establish good relationships with both customers and colleagues.	✓	
• An aptitude for developing new skills.	✓	
• Able to deliver a professional approach to problem solving.	✓	
• Able to work flexibly to meet the needs of the service, including work outside office hours (evenings, Saturdays, and Bank Holidays).	✓	
<b>Fluency Duty</b> This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. The post holder is required to explain complex specialist information in a simplified way.	✓	

Oakengates Town Council operates guaranteed interview schemes for some applicants if they meet the minimum essential criteria for the role. Please tick the box below if you wish to be considered for one of these schemes:

	Tick as required
Applicants with a disability	
Ex-Services personnel	
From a care background	

Type of criminal records checks required for this post	
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>

This post is not subject to political restrictions.