

ROLE DESCRIPTION

Role description:	Libraries Support Assistant	
Role profile family:	Business Support	
Role profile number and grade:	BS04-1581	Grade D
Number of posts:	2	
Service/Team:	Libraries	
Reports to:	Library Headquarters Supervisor	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the council:

- Processes regular transactions via established procedures.
- Undertakes regularly occurring event-based tasks and duties.
- Delivery of ongoing processes and procedures including specialist areas.
- Understands and responds to real time queries.
- Provide routine and standard advice and guidance on the council's processes and procedures.

Service / Function Context

The overall responsibilities of the service/function are:

Wiltshire Libraries are welcoming and inclusive spaces, supporting the people of Wiltshire to live full healthy enriched lives. A network of 30 Static and 3 Mobile Libraries and online resources enables residents to access books and information, use digital services, develop skills, and engage in cultural activity.

Library staff work with other council departments, partners, and volunteers to deliver a wide range of services to build stronger, healthier, cohesive, and diverse communities where all ages have the opportunity to enjoy reading for pleasure, gain the right skills to prosper and improve wellbeing. Wiltshire Libraries are committed to the future development of services at the heart of the community that are relevant to customer needs, supports local business enterprise and where no one gets left behind.

Job Purpose

The Libraries Support Assistant reports to the Library Headquarters Supervisor and provides administrative and office support to the Stock Supply Unit and Deliveries Team. The role responsibilities include the handling and efficient processing of stock, inputting and retrieving of data, generation of promotional materials, sorting deliveries and post as well as other essential processes to support libraries to deliver the core service offer and the ambitions of the Library Strategy.

Specific duties and responsibilities include:

- Receipting and checking new items of stock delivered from book and audio suppliers, from other authorities via the Interlending system. Dealing with errors, damaged items, and replacements, using creativity and relying on standard procedures. Completing and adding invoices on the library management system. Preparing and sourcing for supply interlending items and requests.
- Prepare stock for library use, including servicing, repairs, and processing library donations. This could be 5,000+ items per year. Share experience with frontline colleagues who will be undertaking direct delivery processing in branches in order to achieve consistency and promote good practice.
- Follow established processes to support the Library Stock & Resources Manager and Library HQ Supervisor with stock management in central collections and, when required, branches to ensure that stock circulation and 'weeding' is undertaken and unwanted stock is dealt with e.g. through booksales, online sales, selling on to booksale companies.
- Collate, verify and prepare data for entry into systems and for analysis by frontline staff and managers. Key systems include our Library Management System, Excel, as well as web based reading lists and local reporting spreadsheets e.g., relief hours.
- On a rota with colleagues, deal with incoming and outgoing physical post, sorting and distribution. This will include internal and external items from books and materials, but especially leaflets, local information and flyers and official notices. Undertake this work to fit in with tight timescales of the driver schedule.
- Retrieving data and making available to others in agreed templates or formats – e.g. reports, relief hours, payroll and stock promotion posters.
- Undertake administrative duties including creating letters within agreed templates, producing posters and notices, producing and disseminating overdue and item available notices, presentation material, liaising with corporate colleagues where required (e.g. communications). Also undertaking filing and laminating as required. Deals with exceptions (e.g. incomplete addresses on library notices) using creativity e.g. to identify the most appropriate way to deal with customer emails querying overdue notices or requests.
- Supply stationery orders and assist with distribution working within specific guidelines and procedures set by the Deliveries and Support Assistant where absence or temporary service need requires it.
- On a rota with colleagues, covers phone calls and deliveries to the Library Support Services unit between 8.30am and 5pm, using service knowledge to either take a message and notify the correct colleague, or forward the call on. Calls could be from members of the public, contractors, couriers or other council staff, and require excellent communication and customer service skills.
- On occasion there may be a need to cover the Library Assistant role on a mobile library or a branch library. This will involve all elements of the job, and appropriate training will be provided. Involves customer service, cash handling, dealing with simple customer enquiries.
- Works alongside and assists and supports volunteers, where necessary. Volunteers may be

recruited to support particular areas of work or tasks and will need to work alongside paid staff to train, as well as to be supported to undertake work. An example would be queries from volunteers in branches working through stock profile reports and requiring advice and guidance.

- Ensures Data Security and adherence to procedures. Confidently follow agreed processes to ensure customer data is handled securely and in compliance with Information Governance guidance.
- Ensures operational procedures and processes align with the council’s carbon neutral agenda.

Undertakes mandatory training and identified courses to develop skills as required for the duties of the post. Commits to the Library Staff Training & Development Charter, Council Code of Conduct Policy, Our Identity framework and Information Governance protocols.

Specific requirements for this post:-

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Minimum 5 GCSEs or equivalent grades A – C including English and Maths.
- ITQ2 or equivalent ICT skills, with confidence using MS Word and MS Excel.
- Confidence learning specialist ICT systems such as the library management system.
- Ability to maintain and retrieve information contained in systems to agreed general standards – e.g. catalogue records (MARC 21), weeding reports (MS Excel).
- Attention to detail and accuracy, especially with regards data input.
- Organisational skills to support an office environment.
- Customer service skills, particularly if asked to support stock development work in libraries or for frontline support to cover staffing shortages.
- Able to communicate clearly, confidently and politely suppliers and colleagues in person, writing, by telephone, and electronically.
- Ability to work flexibly in a team, undertaking cover for similar tasks where required.
- Working knowledge of data protection issues regarding accessing/maintaining information.
- An understanding of the library environment and an interest in books and reading.
- Ability to create posters and notices following clear corporate style guidance.
- Proficient English Language skills to Common European Framework of Reference (CEFR) Certificate – C1 standard; able to express themselves fluently and spontaneously in English.

Desirable

- Experience of minute taking.
- ICDL (International Certification of Digital Literacy) or equivalent IT qualification.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as an MEP, as a member of the Scottish or Welsh Parliaments, or be a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted.	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council.	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements.	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the GCSX network and is subject to a BPSS check.	<input type="checkbox"/>
This role is not subject to a BPSS check.	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>

This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>
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Safeguarding	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>