

Job Description & Person Specification

Role:	Library & Information Service Assistant
Reports to:	Senior Library & Information Service Assistant
Salary:	Grade 3 SCP 9-11 £27,254 - £28,142 £15,468 - £15,972 Pro Rata; £14.13 per hour
Contract:	Permanent part-time, 21 hours per week

Purpose of the role

This is a fabulous opportunity to work with a terrific team at [Falmouth Library](#), a popular book, craft and activity hub in the heart of our community.

Duties will include creating reader displays and delivering engaging library events and activities to all age groups across a diverse range of readers and library customers.

Our Library is managed by Falmouth Town Council with support from Cornwall Council. We deliver consistent, high-quality and local services for our Library visitors and community groups across Falmouth in line with Libraries Connected. The Library is part of our Cultural Services department, alongside Falmouth Art Gallery.

Duties and responsibilities

1. Checking books and other resources including audio, digital and video in and out of the library.
2. Participating in the development and delivery of engaging library events and activities for all ages, including children and young adults. Venues will include the main Library on the Moor, local schools and community venues.
3. Making sure all customers have access to our on-site and outreach services and dealing with customers face to face, by telephone, electronically and post.
4. Undertaking online and direct face-to-face payment services and processing associated paperwork and records efficiently and effectively.
5. Creating reader development displays in the Library and other venues for a diverse range of readers and library customers.
6. Engaging in delegated responsibility for stock management using the monthly collection HQ reports (as part of our commitment to Cornwall Council).
7. Promoting online resources e.g., e-Books, e-Magazines and the Universal Offers, and supporting promotion for inclusion on digital and social media e.g., photos of events and activities, with marketing colleagues.
8. Contributing to designs and content for posters, marketing and promotional materials, press releases and dealing with the media in conjunction with marketing colleagues.
9. Using reporting mechanisms accurately, e.g., Lagan, Dashboard, with reports completed on time (as part of our commitment to Cornwall Council).
10. Attending meetings as required, including staff meetings and one-to-ones.
11. Supporting with general office library administration, including contributing to report writing and evaluation as required.

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General

12. Undertaking all duties in accordance with Council Policies, in particular those relating to Data Protection, Information Security, Financial regulations, Customer Care and Equal Opportunities.
13. Undertaking any duties regarding health, safety and wellbeing at work.
14. Undertaking any relevant training.
15. Being aware of your responsibility under Health & Safety law, taking reasonable care of yourself, your colleagues, other contractors and members of the public at all times whilst at work.
16. Undertaking risk assessments, complying with safe systems of work and actively promote a safety culture within the workplace.
17. Always represent and promote the service and the Council positively.
18. Carry out any other such duties as may be required by the Council from time to time, commensurate with the grade of the post.

Person specification

Criteria	Essential	Desirable	Method of assessment
Experience and knowledge	<p>Experience of providing face-to-face customer services</p> <p>Knowledge and understanding of library procedures</p>	<p>Knowledge or experience of local government and its place supporting the local community.</p> <p>Knowledge or experience of community engagement, education and schools outreach to a variety of audiences, including young people</p>	<p>Application form</p> <p>Interview</p>

Criteria	Essential	Desirable	Method of assessment
Personal attributes	<p>Interest in books and literature</p> <p>High level of motivation</p> <p>Ability to organise and prioritise workloads to meet deadlines</p> <p>Good work ethic and 'hands on' approach</p> <p>Flexible & adaptable attitude</p>	<p>Be adaptable and able to accept changes in work pressures</p> <p>Passionate about promoting Falmouth.</p>	<p>Application form</p> <p>Interview</p>

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Criteria	Essential	Desirable	Method of assessment
Skills and abilities	<p>Good interpersonal and customer care skills</p> <p>Good written and presentational skills</p> <p>Ability to work effectively alone and as part of a team</p> <p>Ability to communicate both verbally and in writing</p> <p>IT and digital skills including use of Microsoft Office products, e.g. Excel, Word, Outlook</p>	Creative skills	

Criteria	Essential	Desirable	Method of assessment
Education and training	English and Mathematics GCSE or equivalent	<p>Experience of online and direct payment services</p> <p>Manual handling</p>	Application form

Criteria	Essential	Desirable	Method of assessment
Special circumstances	<p>Willing to work Saturday mornings when required, usually alternate Saturdays.</p> <p>Willing to work occasional evenings to support community library events and activities on an ad hoc basis.</p> <p>Flexibility to support colleagues if required</p> <p>Commitment to continuing professional development</p> <p>This position is subject to a criminal records disclosure check</p>		Application form