Wellington Town Council

Library Service & First Point Officer
Up to 37hpw
NJC SCP 5-6 up to £26,847 (pro rata for part time hrs)
Based at Wellington Community Library and Residents Hub

Job Description

Job Purpose

- Deliver an efficient and effective range of public library service.
- To provide frontline customer services in Telford & Wrekin Libraries.

Major Tasks

- 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.
- Keep up to date with all library guidelines and working practice and maintain awareness and understanding of other council services and procedures.
- Ensure that library materials are issued and returned correctly via an automated stock management system, maintaining a welcoming and attractive library.
- Provide advice and information on books and reading and to support customers in their use of all library resources.
- Undertake reading development activity programmes.
- Under the instruction of the Team leader develop and run community events
- Undertake any administrative duties that are relevant to the library service and to providing the "Customer First Point @" service delivered through public libraries.
- 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.
- Take payments following relevant procedures and processes, updating appropriate systems and completing any administration work associated with this function.
- Adhere to legislative and data protection requirements.
- Comply with all corporate Health & Safety procedures.
- Undertake such other duty as may be appropriate to achieve the objectives of the authority and is commensurate with the post holder's salary.
- Open and close the library at correct times with key holder responsibilities.
- Supervise the day-to-day work of other staff working within the library.
- On occasions to be alone and in charge of a library, assuming responsibility for the safety and security of the building as appropriate.
- Maintain statistical records and respond to requests for information from other appropriate contacts.
- The post holder will work at any of the Borough's libraries. Moving between sites to provide customer service is an expectation of the job.

- 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.

General

- To assist in all community & events organised by Wellington Town Council as and when required
- To attend training courses as required by the Town Council.
- Be a trainer First Aider and Fire Warden for the building.
- Any other duties commensurate with the post and the grade.

Contacts

- Customers: Constant daily contact, providing advice and guidance to assist customers to make full use of the library and to signpost / refer onwards via the "First Point" service.
- Library & First Point Team Leader: Daily contact to assist in service delivery and to co-operate on work rotas and shared tasks.
- Library Service Operations Manager (Group Manager): To contribute to strategic plans and operational practices.
- Other library service teams: Regular contact to support reading development activities.
- Volunteers & other project workers: To liaise and support the delivery of a range of activities and services.
- Contact with council and other staff: on a regular basis.

Creative Work

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

Decisions Made

- 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.

Supervisory Responsibilitieis

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

Supervision Received

- Is directly responsible to a Library & First Point Team Leader 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.
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- Due to the position of the building, in the centre of Wellington and the nature of some the services that are based in the building, the post holder will need to show a high degree of sensitivity. On occasion they may be required to face difficult or abusive situations and will always display a calm and caring attitude.
- The post holder will need to be flexible and will be required to undertake some weekend and evening work and must be prepared to change their working hours to provide cover in the event of staff holidays or sickness.
- The post holder will be required to manage and develop a number of projects that are running concurrently, whilst maintaining excellent core services.
- The post holder will be required to respond positively and quickly to changing needs and priorities as directed by the council strategy.
- The role may bring you into contact with challenging service users – on occasions customers may disclose distressing information whilst completing First Point applications.
- May on occasion have to report child safeguarding concerns for children in libraries.

Resources

- Keyholder and alarm responsibility for library and residents hub.
- Cash, cheque and chip 'n' pin processing for library and First Point services – charges for fines and library hires. Taking and processing First Point monies including blue badge, bulk collections, council invoices and council tax payments handling, chip'n' pin, first point payments, library charges.
- Receipting of new library stock.
- Access to personal information via Galaxy and First Point databases.
- Responsibility for banking – including paying into money into off site bank.

Responsible for evacuating members of the pubic during Fire alarms.

Physical Demands

- The role involves regular manual handling – including stretching, bending, lifting and carrying of stock and resources.
- Pushing trolleys of books.
- The role involves regular standing for prolonged periods or floor walking whilst serving customers

Impact

- Contributes to the improvement of literacy within the local community.
- 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.
- The provision of frontline customer services to the Borough's residents, such as applications for Blue Badges and bus passes.

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Person Specification

Qualification
- A good general standard of education is essential, preferably 5 passes at GCSE grades A-C or equivalent.
- Keyboard and computer literacy is essential.

Experience
- Experience of working within a public library service or retail environment is desirable.
- Some practical experience of working with others is essential.

Knowledge
- Knowledge of books, online resources and information on the Council website.

Skills
- 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.

Personel Style & Behaviour
- As a council employee you will be supported and expected to demonstrate the Councils 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, Sundays and Bank Holidays).

Fluency Duty
- 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.

Data Protection and Confidentiality
- During the course of employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Act 1984.
- To treat appropriate discussions and information received during the course of the job as confidential.
- During the course of your employment you may see, hear or have access to information on matters of a confidential nature relating to the work of the Town Council. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation.

Security

- To be a key holder for the building and to open and close buildings including out of hours functions, maintenance and emergency services if cover required.

Training

- To attend and undertake any training for the needs of the job.
- To attend regular meetings with line manager.
- To represent the Town Council at meeting appropriate to the job.
- To attend meetings of the Town Council as and when required.

Health & Safety

- Observe and comply with H&S Regulations applicable to the job.
- To ensure appropriate H&S inspections and checks as carried out in accordance with HSE guidelines.
- To ensure correct working practices of contractors in accordance with HSE guidelines.
- To be Fire Warden for the building.
- To be First Aider for the building.

General

- To undertake any tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Equality Act 2010.
- To identify opportunities for efficiencies and improvements in the running of services and buildings.
- To identify opportunities for marketing and promoting services and buildings and participate in activities to promote and facilitate use by the local community.
- To act in accordance with the Town Council's Standing Orders, Financial Regulations and Code of Conduct and to comply with and support all Town Council policies including Equal Opportunities, Data Protection, Freedom of Information and other relevant legislation.
- The post is eligible to become a member of the Shropshire County Pension Scheme.
- Enhanced DBS checked.