Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Casual Library Assistant

Basis:
Casual

Salary:
£13.32 per hour

Base:
Awen Libraries

Accountable to:
Library Supervisor

Accountable for:
N/A

Your Role:

Our Library Assistants work flexibly on a wide variety of tasks, most of which involve communication with Library users and colleagues. You will be highly visible to users, ready at all times to provide help and support in the use of the Library and its facilities, including its IT facilities and eResources.

Following training, you will help deliver our activities and events programme which ranges from Bounce & Rhyme for babies, through Coding clubs and reading groups to Dementia friendly coffee groups.

In this role, you will:

- Welcome users of the library and deal with their book loans, requests and information enquiries.
- Provide assistance to the public with IT and digital queries and advise users of ICT training available within libraries.
- Assisting with Council Information Point enquiries dependent on location
- Work as part of a team to deliver events and activities. These include story times, Bounce and Rhymes, Reading Groups, Coding Clubs, class visits and craft activities etc.
- Advise readers on their choice of books and materials to ensure that they access the best information for their needs.
- Help to promote all of the library's services including the range of online services available 24/7
- Keeping up to date with special promotions and working with the team to organise relevant activities and displays.
- Participate in relief arrangements to ensure front line services across libraries are provided as required
- Play an active part in the development and promotion of Awen services to the public
- Conduct payment transactions with customers in line with Awen Financial Guidelines
- Take part in training and development opportunities which will help you deliver on the above tasks and responsibilities to the best of your ability

General Duties and Responsibilities in this role are:

- To be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- To participate in any training and development activities to maintain own development or to enhance competence within job role.
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation
- To actively challenge discrimination and stigma in the workplace
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures

This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the service.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E)**:

- Flexible and proactive approach and attitude. **(E)**
- Interest and enthusiasm for books and reading. **(E)**
- Confidence and enthusiasm to help develop the events programme and to run activities. **(E)**
- A commitment to providing excellent customer service. **(E)**
- Personality and inter-personal skills necessary to work with people of all ages including children and young people. **(E)**
- Forward thinking and able to contribute to the development of Awen
- Responds positively to new opportunities and projects
- Contributes to the ethos of continuous improvement
- Demonstrates an understanding and commitment to Awen's purpose and values
- Innovative and creative thinker who enjoys supporting new developments and initiatives
- Be self-aware recognizing when you need to manage your own wellbeing and reaching out for support

Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**:

- Formal ICT qualification, including knowledge of Microsoft Office or the ability to demonstrate competence through experience **(E)**
- Good standard of education, equivalent to GCSE A-C/NVQ/OCF 2, or the ability to demonstrate competence through experience **(E)**
- Experience in a customer service role **(E)**
- The ability to travel **(E)**
- Good administration skills with a methodical approach and attention to detail **(E)**
- Excellent interpersonal skills with the ability to communicate clearly **(E)**
- Ability to apply relevant knowledge in order to coach and support others
- Experience of dealing with financial transactions and handling cash
- Knowledge of library standards and relevant processes
- Able to organise work to meet deadlines
- Ability to speak Welsh