



## Job Description

<b>Job Title:</b>	<b>Library Assistant</b>
<b>Reports to:</b>	Venue Supervisor
<b>Job Level:</b>	FC04
<b>Responsible For:</b>	No supervisory responsibility
<b>Job Purpose:</b>	<p>To provide a friendly, efficient and effective first point of contact for OnFife customers and visitors. This includes providing advice, information, logging requests for services and taking payments.</p> <p>To undertake duties in relation to the delivery of OnFife services and to contribute to the ongoing development of OnFife.</p> <p>Priorities are:</p> <ul style="list-style-type: none"> <li>• Delivering a wide range of accessible and responsive services</li> <li>• Working in a multi skilled environment</li> <li>• Being part of a fast moving, challenging, continually changing environment</li> <li>• Being motivated and enthusiastic about customer services</li> <li>• Supporting OnFife's corporate priorities</li> <li>• Being flexible in approach to work</li> <li>• Being customer focussed</li> </ul>
<b>Key Tasks &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Be customer focussed and meet OnFife customer contact standards</li> <li>• Provide advice and information to members of the public on services provided by OnFife and other agencies</li> <li>• Interpret customer needs and identify appropriate course of action</li> <li>• Deliver, where appropriate, specialist services such as registration, library or museum services</li> <li>• Maintain a high level of working knowledge of OnFife services and undertake any necessary training in new services or systems</li> <li>• Support customers who may wish to access service delivery through channels such as Fife Direct, the Fife Council Contact Centre, and Digi-tv, and to act as a referral point to signpost other services</li> <li>• Ensure effective response to customers involved in an emergency situation</li> <li>• Maintain confidentiality regarding customer details in line with the Data Protection Act</li> <li>• Be available to provide cover at other OnFife locations</li> <li>• Work in accordance with the corporate Health &amp; Safety policy, procedures and guidance, in particular your responsibilities for health &amp; safety and to report any accidents or incidents</li> <li>• Effectively operate all relevant IT software packages for the benefit of customers</li> </ul>

- Undertake other reasonable duties connected with OnFife's service delivery

### **Customer service**

- Act as the first point of contact for customers, taking responsibility for any actions required
- Deal with customer enquiries and guide customers on a wide range of issues
- Liaise with customers to ensure all appropriate procedures have been implemented
- Arrange appointments
- Arrange or undertake home visits where appropriate
- Instigate remedial action as/if appropriate to achieve resolution
- Inform customers and services of decisions/information, verbally and in writing, by completion of appropriate documentation
- Keep customers up to date on progress where appropriate/required
- Ensure customers have access to OnFife's Complaints procedure, taking ownership where appropriate
- Effectively operate all relevant IT software packages for the benefit of customers
- Highlight areas where we can improve based on customer and staff experience

### **Administration/Clerical**

- Input to the appropriate OnFife back-office systems
- Operate agreed cash procedures
- Collect and collate statistics as required
- Ensure displayed information is maintained and current
- Take action on reporting building repairs and faulty equipment, furniture and fittings to the appropriate supervisor to ensure a clean, safe and welcoming environment
- Open and lock up buildings, maintaining security, as required

### **Promotion of Services**

- Provide customers and visitors with information to maximise their independent use of the venue, services and e-services
- Assist with the administration and delivery of promotional activities
- Present information tidily and effectively, ensuring customer needs and expectations are addressed in accordance with agreed policies/procedures

### **Decisions made**

- How to handle and source responses to customer enquiries, within given guidelines
- When to refer to a line manager, colleagues or an outside agency
- Resolving minor administrative problems, at first point of contact, taking into account individual customer circumstances
- How best to deal with customer complaints and their resolution

- How to utilise available resources to maximise uptake of activities or services

### **Working in a standalone library**

This post involves working in a facility where the range of tasks primarily involves Libraries, Arts and Museums Services focussed work. However, as an OnFife contact point some basic enquiries will also be dealt with.

### **Libraries, Arts and Museums Tasks**

Your work will involve providing a library service to the community and visitors which may include occasional work in a museum. This will involve some or all of the tasks below:

- Story times and Bookbug sessions
- Themed ICT taster sessions
- Reading Groups
- Stock management
- Displays and promotional activities
- Borrower management
- Compile selections of books/information for community groups and housebound customers
- Volunteer assistance
- Using library management systems
- Family History research
- Cash handling
- General museum enquiries
- Museum object handling
- Basic OnFife enquiries and transactions

### **Working Conditions:**

This post will be based at Various Locations.

### ***Flexible working***

You are required to work at any OnFife place of work within Fife as reasonably required by OnFife.

Flexibility is required and access to transport is necessary, as there will be travel throughout the region

Weekend and evening work form a necessary part of the working week, for which enhanced premiums are paid.

### **Other Duties:**

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.

# Person Specification

## Library Assistant

Attributes	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> <li>Relevant experience providing customer service, including using your initiative to resolve customer issues</li> <li>Using ICT hardware and software, including Microsoft applications</li> </ul>	<ul style="list-style-type: none"> <li>Library experience</li> <li>Experience of giving advice and support</li> <li>Experience of dealing with challenging customers</li> </ul>	Application Interview References
Education, Qualifications & Training	<ul style="list-style-type: none"> <li>SVQ Level 2 or equivalent including Standard Grade English and Maths at level 2</li> <li>A willingness to undertake a customer service qualification</li> <li>Computer literate and have good keyboard skills</li> </ul>	<ul style="list-style-type: none"> <li>Customer Care Award/Qualification</li> <li>SCOTVEC ONC/HNC in Library and Information Science</li> <li>European Computer Driving Licence</li> </ul>	Application
Skills, Abilities & Knowledge	<p><b>Valuing Customers</b></p> <ul style="list-style-type: none"> <li>Displays enthusiasm and commitment for providing excellent customer service.</li> <li>Responds promptly and flexibly to customers' queries and acts on customer feedback</li> <li>Shows patience and sensitivity when dealing with people with a variety of needs</li> </ul> <p><b>Personal Performance</b></p> <ul style="list-style-type: none"> <li>Displays a positive, pro-active approach to continuous personal development</li> <li>Acts upon constructive feedback</li> <li>Works to meet or exceed expectations in relation to their performance</li> <li>Flexible attitude to work and change</li> </ul> <p><b>Working With Others</b></p> <ul style="list-style-type: none"> <li>Takes time to get to know others. Treats everyone with dignity, respect and fairness</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of a wide range of OnFife services and related public services</li> <li>Familiar with a library environment</li> <li>Interested in books and reading</li> <li>Creative skills</li> <li>Experience of tutoring – in groups or a one-one situation</li> </ul>	Application Interview

Interpersonal & Communication Skills	<p>and without prejudice at all times</p> <ul style="list-style-type: none"> <li>• Able to relate well to people within a team environment</li> </ul> <p><b>Changing For The Better</b></p> <ul style="list-style-type: none"> <li>• Accepts the need for change</li> <li>• Willingly adapts to changing responsibilities and activities</li> <li>• Maintains high standards of service during change</li> <li>• Identifies improvements and gets involved in developing new ways of doing things</li> </ul> <p><b>Managing Resources</b></p> <ul style="list-style-type: none"> <li>• Uses resources in a way that avoids waste</li> <li>• Looks for opportunities to improve how resources are used</li> </ul> <p><b>Delivering Results</b></p> <ul style="list-style-type: none"> <li>• Takes personal responsibility for the end to end handling of customers' enquiries and develops practical solutions to a variety of problem</li> <li>• Ensures their work complies with relevant policies and procedures</li> <li>• Manages time effectively</li> <li>• Able to deal with multiple tasks and works under pressure</li> <li>• Takes responsibility for solving customers' problems and issues</li> </ul>		
	<p><b>Communicating</b></p> <ul style="list-style-type: none"> <li>• Actively listens to others</li> <li>• Passes on information in a clear, simple and accurate way</li> <li>• Able to deal with enquiries of varying complexity in the most appropriate way to meet the needs of the customer</li> </ul>		Application Interview References

