



SOUTH LANARKSHIRE
Leisure & Culture

Library Assistant Job Profile

Service: Operations and Estates	Grade Scale: Grade 1 Level 1 - 3
Reports to: Team Leader	

Purpose of Job
To deliver a range of customer focussed library services complying with South Lanarkshire Leisure and Culture policies and procedures and customer service standards, supporting access to reading, learning, information and digital services for the community.

Key tasks and responsibilities
<ul style="list-style-type: none">• Deliver quality front-line library services in line with national and local priorities and service standards
<ul style="list-style-type: none">• Deliver a range of library support functions according to library service priorities.
<ul style="list-style-type: none">• Promote learning opportunities and provide basic support to customers in learning-based activities, including the use of new technology
<ul style="list-style-type: none">• Encourage library users to extend their reading choices through reader development promotions and participating in promotional events and activities.
<ul style="list-style-type: none">• Carry out routine administrative and financial tasks, including cash handling, record keeping and the accurate collection of statistics.
<ul style="list-style-type: none">• Work flexibly as part of a team to support the smooth day to day operation of the library service, complying with policies, procedures and health and safety requirements

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
Education, Qualification and Training	<ul style="list-style-type: none">• English & maths to Nat5 or equivalent.	
Skills, knowledge, experience	<ul style="list-style-type: none">• Previous experience in a public facing environment.• Knowledge and understanding of IT and Microsoft packages.• Good verbal and written communication skills.• Interest in reading with ability to discuss and promote library stock and support customers reading choices.• Cash handling experience	<ul style="list-style-type: none">• Previous experience of working in a library.

Personal Qualities	<ul style="list-style-type: none"> • Customer focused, approachable and professional • Supportive team player. 	
Other	<ul style="list-style-type: none"> • Ability to work flexibly, including evenings and weekends or at different branch locations, in line with service needs 	

Safer Recruitment Checks

As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.

- Asylum and Immigration right to work in the UK
- Reference check: external candidates require 2 references, one of which must from your present or most recent employer: Internal candidates require 1 reference from current line manager.
- Candidate Disclosure Check, where applicable

Behaviour Framework

The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:

Own It – what can you do

- Are motivated to deliver the best possible service.
- Aim to get things right first time and commit to continuous improvement.
- Demonstrate fairness, inclusivity, valuing diversity and equality.
- Ensure compliance with external/internal regulations and that you and others are responsible and accountable.
- Take ownership of decisions and consider the wider implications for you, the team, and the organisation.
- See a job through to completion.
- Be accountable for outcomes good or bad.

Be a great team - what can you do

- Work together with colleagues and customers and take time to build effective working relationships.
- Celebrate team success and create a positive team spirit.
- Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.
- Encourage working together for the benefit of customers.
- Works alongside internal and external colleagues to meet common objectives.
- Actively and respectfully listens to people in order to understand them and their views.
- Contributes appropriately to team and other meetings and discussions.

- Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.

Do the right thing – what can you do

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

Be Positive - what you can do

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.