



## **LIBRARY AND COUNCIL SUPPORT ASSISTANT JOB DESCRIPTION**

**SCP 13-15 (17,391 - £17,972 pro rata) PERMANENT Part Time 26 hours a week**

### **Role Purpose**

To deliver high quality frontline library services by working with all members of the community to meet their literacy and reading needs by providing excellent customer services. To support all aspects of the Town Council's business by providing administration support services.

- To promote the Library Service to all members of local communities to encourage customer engagement.
- To liaise with schools and other bodies to deliver a programme of library activities for the benefit of all members of local communities.
- To work with the Senior Library Assistant to provide attractive promotional displays and materials.
- To work with the Senior Library Assistant to provide content for the Council's newsletter and website.
- To participate in the delivery of Library centred activities such as reader development activities, story times and events for people of all ages and abilities.
- To establish a good knowledge of Library resources, including maintaining and presenting stock so that the range of material on offer is appealing, meets customers' needs and increases library use.

- To offer initial reading choice guidance in line with reader development principles to adults and children.
- To provide professional and friendly customer service by taking prompt appropriate action to all enquiries in accordance with policies, procedures and instructions.
- To provide accurate and competent administrative support to enable efficient and effective delivery of all aspects of Council business.
- To process payments, receipts and prepare associated paperwork and electronic records in an efficient and effective manner.
- To use ICT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully.
- To operate in accordance with the diverse needs of the community to ensure equal access to services.
- To ensure a positive and flexible approach to the variety of tasks and work patterns to enable effective and appropriate staffing levels to meet customer demand.
- To carry out such duties and responsibilities as may be required commensurate with the duties and responsibilities of the post.