



## KINGSTHORPE PARISH COUNCIL

[www.kingsthorpe-pc.gov.uk](http://www.kingsthorpe-pc.gov.uk) | 01604 979460 | [clerk@kingsthorpe-pc.gov.uk](mailto:clerk@kingsthorpe-pc.gov.uk)

**Job Title:** Library Assistant

**Salary:** Salary range is £21,269 - £23,484 pro-rata

**Location:** Kingsthorpe Library, 8 Welford Rd, Kingsthorpe, Northampton NN2 8AG

**Reports to:** Library Manager

**Responsible for:** Supporting library users

**Liaises with:** Library Manager, Community Library Co-ordinators, colleagues and volunteers

**Hours:** The library will open Tuesday to Saturday with late opening until 7pm on Wednesday. Individual hours to be agreed with successful candidates.

### Job Description

1. Provide a warm welcome to library users and assist them with any queries they may have, including sourcing books and making reservations
2. Support library users in the use of on-line services to help create a digitally confident community
3. Refer library users to appropriate external organisations for help and support e.g. Citizens Advice
4. Research, prepare and deliver activities for library users of all ages and backgrounds (such as Rhymetime for children under 5, or Book Club for adults).
5. Promote volunteering opportunities in the community. Assist in the recruitment, coaching and mentoring volunteers
6. Act as an ambassador for the library within the local community, and through social media
7. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and others, and to comply with the policies and procedures relating to health and safety within the library.
8. Our organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.
9. Deputise for the Library Manager during periods of absence
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person Specification

Attributes	Essential Criteria	Desirable Criteria
Education, Qualifications and Training		<ul style="list-style-type: none"> <li>• English and Maths GCSEs (Grade C) or equivalent</li> <li>• Microsoft Office (Word, Excel, PowerPoint, Outlook)</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>• Previous experience of team work</li> <li>• Experience of customer service delivery</li> <li>• Experienced using basic computer / IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Previous Library experience</li> <li>• Experience of delivering events, including events aimed at families with children</li> <li>• Experience of working with volunteers or an understanding of the volunteer experience</li> <li>• Experience promoting activities / events through social media</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>• Excellent communication and listening skills</li> <li>• Confident and willing to communicate with people of all ages and backgrounds</li> <li>• Work effectively with colleagues, library users and partners</li> <li>• An ability to prioritise own workload in order to achieve deadlines</li> <li>• Able to work under pressure</li> <li>• Demonstrate creative problem solving</li> <li>• Commitment to, and enthusiasm for, challenge and change</li> <li>• Flexible and positive attitude</li> <li>• Commitment to personal development</li> <li>• Proactive in seeking to improve service delivery</li> <li>• Strong planning and organising skills</li> </ul>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs, as well as our organisation's commitment to Safeguarding	

<b>Attributes</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Additional Factors	Ability to occasionally travel to other locations in the county to attend meetings, training and to work collaboratively with other Libraries	