

SENIOR LIBRARY AND INFORMATION ASSISTANT – JOB DESCRIPTION

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|-----------------|---|
| Hours: | 30 hours per week. Monday to Saturday, hours variable, currently required over 4 days. |
| Responsible to: | Office Manager. |
| Purpose of job: | The post holder will support the Office Manager in the day to day functions of the Library. |

RESPONSIBILITIES

1. Leading a team to ensure it performs successfully in order to achieve the service objectives.
2. Motivating and developing team members to maintain an effective workforce capable of meeting its objectives.
3. Managing library stock in accordance with the procedures set down by the Library and Information Service Leadership Team.
4. Monitoring, reviewing and improving processes, systems and practices to ensure that the service performs successfully and optimises efficiencies.
5. Identifying and implementing engagement opportunities with community stakeholders to ensure that the service meets local needs and recommends options for future development.
6. Liaising with the Office Manager to ensure that staffing levels are optimised in order to reduce the necessity for agency or relief staffing.
7. To be responsible for the Library Staff rotas informing the Office Manager of any concerns.
8. To work closely with the Office Manager in promoting the Library services.
9. Liaising with specialist officers to ensure that service promotions and initiatives are delivered effectively, for example children's activities in libraries, promotions on behalf of housing or adult social care etc.
10. Establishing a relationship with the relevant community network managers for the locality in order to ensure that Library and Information services are included in local initiatives.
11. Managing locally delegated budgets in order deliver the service efficiently and sustainably.
12. To deal with customer's complaints in accordance with the Council's Corporate Complaints process, advising customers of the applicable procedures, proactively resolving wherever possible or escalating to your Line Manager if required.
13. To act as an ambassador for the Council to our customers.

- 14. To work in accordance with the new General Data Protection Regulations, Town Council's policies and procedures.
- 15. To attend relevant training as required.
- 16. Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as Face to Face develops in the future as required.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competencies as and when required.

Post Holder Name.....
(Employee)

Signed.....

Date.....

Councillor.....
(Chairman of Staffing)

Signed.....

Date.....