

Job Description

Directorate:	Education and Children's Services		
Service:	Cultural Services		
Location:	County Wide		
Salary range:	£25,185 - £25,989	Grade:	4
Reports to:	Library Officer	Staff responsible for:	None

Job purpose and scope

Lancashire Libraries are a vital service that provide spaces where people can feel safe and secure, where generations of all ages can meet freely in a public place and where learning can be encouraged.

This role is to:

- Support the delivery of high-quality library and information services.
- Assist with activities and events.
- Help customers access online resources.
- Work collaboratively with the library team under limited supervision.

Accountabilities/Responsibilities

- Provide a warm welcome and high standard of customer service, offering information and guidance.
- Support customers with ICT and digital skills.
- Deliver and assist with library activities and events (e.g. Baby Bounce, IT sessions, author events and class visits).
- Assist visitors in joining and using the library and promoting the service.
- Perform routine library tasks including maintaining records, shelving, stock maintenance and placing reservations for requested stock.
- Carry out building security, health & safety, and cash handling duties.
- Support the induction and training of new staff, volunteers and work experience students.
- Collaborate with partners to enhance community services.
- Commitment to continuing professional development.
- Work flexibly and proactively as part of a team with minimal supervision.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Essential knowledge, skills & abilities

- Ability to work as a member of a team.
- Ability to work accurately and with limited supervision.
- Excellent digital skills.
- Ability to deliver an excellent customer focused service.
- Excellent communication skills and the ability to communicate effectively in English.
- An enthusiasm for books and reading.
- Knowledge and understanding of Universal Library Offers.
- Ability to deal with difficult situations in a calm and helpful manner.
- Numeracy & Literacy skills appropriate to the role – tested prior to interview via paper exercise.
- Ability to deliver and support library activities and events.
- Ability to lift books and other heavy items repeatedly for shelving and packing purposes.

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This post is subject to a Baseline Personnel Security Standard (BPSS)