**Manchester City Council**

**Role Profile**

**Library Assistant (Neighbourhood Delivery), Grade 1, £22,366 (pro rata)**

**Neighbourhoods Directorate**

**Reports to: Neighbourhood Engagement and Delivery Officers**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will work as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned services.

The role holder will undertake a range of tasks and routine operations necessary to provide a quality customer service and will ensure the security of facilities, materials and other resources.

Work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

**Key Role Accountabilities:**

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Use a range of equipment to undertake duties, ensuring that the local environment is effectively and efficiently utilised and maintained.

Undertake duties in a safe and responsible manner, in accordance with established health and safety requirements, legislation and City Council policies, practices and procedures.

Work in partnership with external agencies, organisations and other city council services to deliver a wide range of services.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio: This role sits within the Libraries Place or Central Library Teams**

**Libraries, Galleries, Culture and Youth**

TheLibraries, Galleries, Culture and Youth Service bring together high quality universal services which underpin learning, engagement and support the priorities of the City Council – Growth, Place and Reform. Services are delivered via Library, Information and Archives Services; Galleries and the universal culture offer delivered at a neighbourhood level; together with access to and activation of services through partnership working and engagement.

The Library Service delivers leisure, cultural, learning and information (on-line and printed) through a network of statutory neighbourhood libraries, community partnership and outreach libraries, a world class Central Library, the virtual library, HMP Manchester Prison library and the Books to Go service. It also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities).

**Libraries Place and Central Library Teams**

The Place Team deliver the services provided at our 15 statutory Neighbourhood Libraries, and 6 Community Partnership libraries, which sit in the heart of Manchester’s communities. The Central Library Team delivers services from the magnificent and beautifully refurbished Central Library, which is one of Manchester’s finest cultural assets, with over 1.7 million visits each year.

The role of Library Assistant is vital to delivering consistent, high quality customer-focussed services for residents and visitors. The role requires;

* providing information and dealing effectively, courteously and confidently with customer enquiries – whether face to face, over the phone, by email, or in writing
* being confident in using a range of ICT systems, and able to assist customers with digital delivery, sometimes in pressured situations
* carrying out general library duties such as helping with the management of buildings and basic health & safety tasks, handling and banking cash, sometimes with limited supervision
* being physically active, for example, lifting, carrying and bending (to shelve, straighten and retrieve stock)
* supporting a wide range of promotional events and activities for all ages – in libraries and occasionally elsewhere

**Apprenticeship**

The successful candidate must complete the level 3 Library, Information and Archive services apprenticeship course. This is an 18-month course, mostly based in the workplace but with a requirement for 20% ‘off the job’ training. The candidate will be assessed by a 4,500-word project, a portfolio and a professional discussion.

**Qualification- Maths and English Qualification/Skills:**

You will need to undertake an assessment of your Maths and English skills to ensure you are at an appropriate level to be eligible for the apprenticeship. Your assessment must show that you are working at least at Level 1 to be eligible. (GCSE Level 1 to 3/D to G or above). You can also provide proof or your Maths and English qualification if you already have one. Your offer of employment is conditional on this assessment result being confirmed by our Training Provider.

We have 4 x 35-hour posts based in Manchester Central Library and 1 x 30 post based in the Forum Library, Wythenshawe. The Forum apprenticeship will also include- assisting the recently opened Creative space Service Development Co-ordinator with the equipment, programming of the space and engagement with local community cultural and creative groups

All library staff at Grade 6 and below work shifts which include at least one evening a week until 8pm and alternate Saturdays in order to deliver services to residents within the wide ranging opening hours of libraries across the city. The postholder must therefore be willing to work unsocial hours.

**Library Assistants (Neighbourhood Delivery) – Key Behaviours, Skills and Technical Requirements**

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.

Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.

**Analytical skills**

Able to identify potential problems or errors when considering responses to situations and to probe to establish the true position before considering action or advice.

**Planning and Organising**

Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines. Ability to clearly prioritise work, set targets for self to demanding timescales.

**Problem solving and decision making**

Ability to interpret basic rules and guidelines in order to resolve queries

**Creative skills**

Ability to find solutions to situations that are presented of a routine nature

**ICT skills**

Ability to use multiple applications, systems and associated software packages

**Technical requirements (Role Specific)**

* Experience and understanding of delivering excellent customer service.
* Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service.
* Experienced in using ICT and confident in assisting digital delivery.