

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Library Floor Manager |
| HBC Grade: | **HBC5** |
| Service: | **Library Services** |
| Division: | **Libraries - Runcorn** |

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| **Main Purpose of the Role** |
| |  |  | | --- | --- | | Providing cover where necessary across each of the four libraries, supervise Library Information Assistants to ensure that a high quality service is given to the public, and that library routines are carried out efficiently and effectively.   |  | | --- | |  | | |

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| **Key Duties** | |
| **1** | Act as a first point of reference for members of the public visiting the library. Assess and deal with their needs and enquiries directing them to appropriate sources of help and information. Resolve any disputes or complaints, record customer comments as necessary to ensure a high degree of customer care.   |  |  |  | | --- | --- | --- | |  |  |  | |
| **2** | Deal with computer bookings and actively support customers to get online and become digitally literate; identifying where customer needs require a greater level of support and directing them to alternative provision both internal and external. |
| **3** | Operate a range of computer systems and software packages to manage library circulation, computer booking, stock cataloguing, email and internet, ensuring compliance with acceptable use polices and ensuring customers’ requirements are met. |
| **4** | Respond to customer requests for information; directing them to relevant resources to carrying out research on their behalf, under the direction of the Floor Manager. |
| **5** | Respond to customer requests for new books; following protocol and assessing requests in accordance with agreed criteria. |
| **6** | Undertake counter work in respect of joining, issuing, returning, sorting and shelving of materials. |
| **7** | Answer bibliographic and information enquiries from appropriate sources, referring more specialist enquiries where necessary to senior library staff to ensure customers’ information needs are met. |
| **8** | Be responsible for all cash transactions and verifying documentation, ensuring that the Borough financial regulations and service charging policies are adhered to. |
| **9** | Provide or facilitate under the direction of senior library staff user education/ reader development activities to library users to ensure their cultural, educational and recreational needs are met such as Rhyme time, class visits and IT clinics. |
| **10** | Perform cash counting and cash reconciliation procedures to comply with Borough financial regulations |
| **11** | Deal with difficult situations including challenging behaviour, balancing the different needs and expectations of users, ensuring compliance with service standards and acceptable use policies |
| **12** | Using the Collection HQ System, undertake scanning of stock to support decision- making in relation to the rotation and replacement of stock. |
| **13**  **14**  **15**  **16**  **17** | Working on the library floor, carry out a range of stock work including; ensuring library stock is adequately maintained, making decisions on the condition of stock, locating and preparing reserved items for customers and preparing new books for shelving, escalating any issues where appropriate.  Operate the various security systems that are installed within the library to ensure personal safety, building and stock security. Take responsibility in specific libraries for the opening and closing of the library, the setting of building alarms, reporting damage, vandalism and building repairs to ensure the building is adequately serviced.  With direction from the Floor Manager, deliver and maintain initiatives developed by the Library Development Team to members of the public.  Respond to telephone customer enquiries, requests for book renewals and online joiners  Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |
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The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Attributes** | **Essential Criteria** | **How Identified** (delete as appropriate for each criteria) |
| **EDUCATION/**  **QUALIFICATIONS** | |  | | --- | | Educated to GCSE standard or equivalent and ideally should have 5 passes at grade C or above including English and Maths / or equivalent experience | | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **EXPERIENCE** | |  | | --- | | Experience of working in a public library/ information service environment | | Application / Interview /Assessment |
| |  | | --- | | Demonstrable experience of supervising and motivating staff | | Application / Interview /Assessment |
| Experience of dealing with and resolving customer disputes | Application / Interview /Assessment |
| Experience of working with a range of partners both within and external to the Council. | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **KNOWLEDGE** | Knowledge of cash handling procedures | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **SKILLS & ABILITIES** | Excellent interpersonal and communication skills (both written and oral) | Application / Interview /Assessment |
| Ability to relate to a wide cross section of the community, including those from socially excluded groups | Application / Interview /Assessment |
| Proficient in the use of various IT packages including Word, Excel | Application / Interview /Assessment |
| Information/research skills | Application / Interview /Assessment |
| Good record management | Application / Interview /Assessment |
| Ability in working under pressure | Application / Interview /Assessment |
| Ability to use work unsupervised and use own initiative | Application / Interview /Assessment |
| Evidence of ability to organise own work and that of others | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **OTHER REQS** | A positive approach to service development, change and willingness to work flexibly in a changing environment. | Application / Interview /Assessment |
| Committed to providing quality customer service | Application / Interview /Assessment |
| Ability to work at any of the borough’s Libraries if required. | Application / Interview /Assessment |
| Ability to work different patterns of hours including weekends and late nights | Application / Interview /Assessment |
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| **Attributes** | **Desirable Criteria** | **How Identified** (delete as appropriate for each criteria) |
| **EDUCATION/**  **QUALIFICATIONS** | |  | | --- | | Degree in Librarianship or Information Science or currently working towards one | | Application / Interview /Assessment |
| |  | | --- | | ILM Level 3 in first line management or equivalent | | Application / Interview /Assessment |
| |  | | --- | | ECDL or equivalent | | Application / Interview /Assessment |
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| **EXPERIENCE** | |  | | --- | | Experience of supporting the implementation of initiatives | | Application / Interview /Assessment |
| |  | | --- | | Bibliographic work and knowledge of stock management procedures | | Application / Interview /Assessment |
| Promotional activity | Application / Interview /Assessment |
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| **KNOWLEDGE** |  | Application / Interview /Assessment |
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| **SKILLS & ABILITIES** | Able to operate cash till | Application / Interview /Assessment |
| Able to use SharePoint | Application / Interview /Assessment |
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| **OTHER REQS** |  | Application / Interview /Assessment |
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Please note: Fluency duty- Ability to communicate effectively, and with sensitivity, to a range of different audiences

For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Date Agreed:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.