

SEFTON METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

<u>Department:</u>	Communities
<u>Section:</u>	The Atkinson, Southport
<u>Post:</u>	Centre Assistant
<u>Grade:</u>	D
<u>Post No:</u>	019490
<u>Job Evaluation Number</u>	3895
<u>Responsible To</u>	Senior Centre Assistant
<u>Responsible For:</u>	Apprentices, Volunteers and Work Placements

JOB PURPOSE

To deliver the highest standards of customer service in delivering a friendly and efficient library, visitor and information service. To support the safe and efficient operation of the designated library service.

MAIN DUTIES

1. Maintain a high-quality, efficient, courteous and helpful standard of library service for all users. Contribute effectively to borough wide and national Libraries' reader development initiatives, and to the overall development of the service, including service planning.
2. To respond to enquiries about The Atkinson's programmes, local Tourism, heritage and provide information about Southport as a destination.
3. To maintain current databases, whilst ensuring customer information is captured in accordance with the provisions of the Data Protection Act and GDPR Regulations, and to adhere to all Sefton Council Data Protection Policies.
4. To undertake all appropriate reporting, administrative and financial routines and maintain all records to comply with designated requirements, including library and other stock management procedures.
5. To support delivery of all relevant initiatives for customers, communities, schools, and outside partners.
6. To contribute to seamless working relationships with other Centre Assistants, across the Public Engagement team and other teams within the Atkinson, including volunteers and placements.
7. To contribute to The Atkinson's 'Green' strategy including policies on recycling, reduction in energy and water consumption, green transport.
8. To comply with all organisational policies and procedures, with specific reference to Health & Safety at all times.
9. To maintain service awareness and personal development for self and others, as appropriate, including attending training as required.

GENERAL:

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Note: Where the post holder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job

Date: April 2022

Designation: Principal Manager: Access, Engagement & Enterprise

Person specification: Centre Assistant

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualifications</u> 1. Literate and numerate 2. Computer qualification e.g. ECDL, CLAIT	 E D	 AF I AF
<u>Experience</u> 1. Working for a customer focused environment. 2. Delivering the highest standards of customer care.	 E D	 AF I AF I
<u>Knowledge / Skills / Abilities</u> 1. An enthusiastic and outgoing personality with good inter-personal skills. Possess the ability to engage with all levels of the organisation and with the wider community. 2. Excellent customer service skills, including the ability to resolve issues in a calm and courteous manner. 3. A good general knowledge of the local and regional area, including visitor attractions. 4. An effective team worker with the ability to be self-reliant, able to use your own initiative whilst under pressure. 5. Ability to carry out admin and financial routines to the designated standard. 6. Effective use of ICT for personal use and service delivery. 7. Ability to support and deliver activities e.g. story and rhyme time/displays. 8. Dealing with change for self and others.	 E E E E E E E E E	 AF I AF I AF I AF I AF I AF I AF I AF I
<u>Special Conditions</u> 1. Able to work flexible hours including weekends. 2. Able to travel to the workplace(s) and elsewhere, as required. 3. Uniform to be worn, and to be clean, smart and presentable at all times when on duty. 4. Identification badge to be worn at all times when on duty. 5. Some duties can be physically demanding.	 E E E E E	 AF I AF I I I I

AF = Application Form

I = Interview