

Things you need to know:

Job Title:	Library Assistant	Your Role:
Basis:	Part-time	To assist with the delivery of frontline services in our Libraries including book loans, public IT services and digital technology, children's story times and craft sessions, display work, reader events etc.
Salary:	£8,090 (£16,180 x 50%)	
Status:	Permanent	
Base:	Porthcawl and Pyle Libraries	Our Library Assistants are expected to take and active interest in the Library sector so you should have an understanding of Awen's libraries, be aware of our offer and be comfortable discussing this with our users.
Accountable to:	Library Manager	

What will you be doing?

- Welcome users of the library and deal with their book loans, requests and information enquiries.
- Provide assistance to the public with ICT and digital queries and advise users of ICT training available within libraries.
- Assisting with Council Local Contact Point enquiries dependant on location.
- Work as part of a team to deliver events and activities. These include story times, Bounce and Rhymes, Reading Groups, Coding Clubs, class visits and craft activities etc.
- Advise readers on their choice of books and materials to ensure that they access the best information for their needs.
- Help to promote all of the library's services including the range of online services available 24/7.
- Keeping up to date with special promotions and working with the team to organise relevant activities and displays.
- Participating in the arrangements to ensure front line services across libraries are provided as required and to play an active part in the development and promotion of Awen services to the public.
- Conduct payment transactions with customers in line with Awen Financial Guidelines.

General Duties and Responsibilities

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and values in all that you do.
- Ensuring that activities are completed in accordance with Awen’s commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the Trust.

Conditions of your appointment

Medical Clearance

Any offer of appointment is subject to medical clearance.

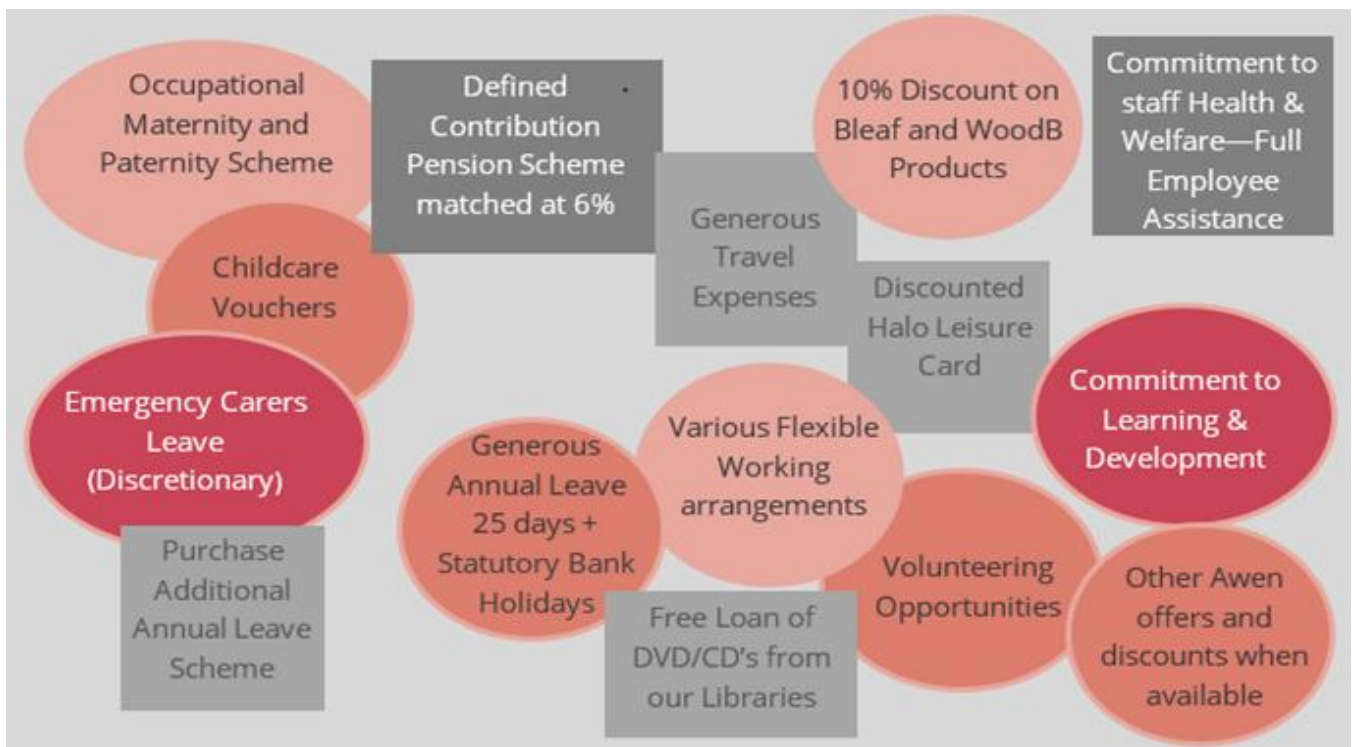
References

Two satisfactory references of which one should be your last employer. Where possible, both should be from previous employers.

On-Boarding Review

New staff appointed to Awen Cultural Trust will be subject to a 6-month review.

What we can offer



The person:

Personal Qualities and Values

- Flexible and proactive approach and attitude (E)
- Interest and enthusiasm for books and reading (E)
- Confidence and enthusiasm to help develop the events programme and to run activities (E)
- A commitment to providing excellent customer service (E)
- Forward thinking and able to contribute to the development of Awen (D)

Qualifications and Training

- Formal ICT qualification or the ability to demonstrate competence through experience (E)
- Good standard of education, equivalent to NVQ/OCF 2, or the ability to demonstrate competence through experience (E)
- A full driving licence and access to your own vehicle for work purposes (D)

Skills and Abilities

- Able to organise work to meet deadlines (D)
- Excellent interpersonal skills with the ability to communicate clearly (E)
- Good administration skills with a methodical approach and attention to detail (E)
- Ability to work Innovatively and creatively to support the developments of new initiatives (D)
- Good numeracy skills particularly in relation to handling cash (E)
- Ability to apply relevant knowledge in order to coach and support others (E)
- Ability to speak Welsh (D)

Knowledge and Experience

- Experience in a customer service role (E)
- Understanding of Awen's offer and services (D)
- Experience of dealing with financial transactions and handling cash (E)
- Experience of using a variety of ICT packages including Microsoft packages (E)
- Knowledge of library standards and relevant processes (D)

E - Essential D- Desirable

Criteria tested by: I - Interview

APP- Application Form

AS - Assessment

Cert- Certification

Awen aspire to have a workforce that reflects the diversity of the communities we serve. Therefore, we welcome applications irrespective of gender, ethnic origin, religion, belief, sexual orientation, age or disability. We consider ourselves to be a family friendly employer, and offer various flexible working patterns.

We are committed to interviewing all disabled applicants that meet the essential criteria for the post. In addition, we will make reasonable adjustments and make our process accessible to disabled applicants. These are commitments that Awen have signed up to under the Disability Confident Scheme.

Applicants are made through an online application form. If another accessible format is required, please email recruitment@awen-wales.com or call 01656 754825.