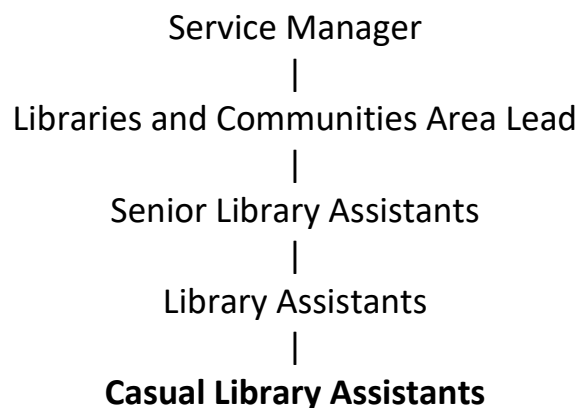
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			712566
Job Title	Casual Library Assistant		
Service	Community and Partnerships, Chief Executive	Team	Libraries
Location	Multiple Locations over Wokingham Borough		
Reports to	Libraries and Community Area Lead		
Responsible for	N/A		
Grade	Type of position:		Date
Grade 3	Permanent contract of casual hours		1/2/2025
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
<p align="center"><u>Service Purpose</u></p>			
<p>The Service's mission is to</p> <ul style="list-style-type: none"> • support and promote imagination, knowledge and culture for all who live, work or study in Wokingham Borough • promote social cohesion, understanding and inter-generational cooperation • widen knowledge and use of cultural services and activities, and understanding of their value in all aspects of community life • encourage all residents to value and participate in formal and informal learning, and to acquire the knowledge and skills that they need <p>Through the management, operation and development of Libraries, and communities.</p>			
<p align="center"><u>Purpose of the role</u></p>			
<p>To provide a frontline service to the borough residents that makes them feel welcome and valued, while enjoying the best possible service and be a positive representative for the council.</p>			
<p align="center"><u>Main Accountabilities</u></p>			
<p>A list of the main responsibilities and duties to be undertaken set out broadly in order of importance and in a logical order.</p>			
1	Meeting, greeting, and serving the public.		
2	Supporting frontline customer service by improving and maintaining the general appearance of service points and its resources under the direction of senior staff.		

3	Assisting the public in the use of all library equipment, including IT support, basic enquiries and sign posting to wider council services as appropriate.
4	Continuing professional development, including online and in-person training events as requested.
Supervision Received	Roles are supervised by the heads of service, senior library assistants and library assistants.
Supervision Given	N/A
Contacts & Working Relationships	Casual library assistants will encounter members of the public, members of the Wokingham Borough Council work force, and community partners as frontline members of the library service.
Management of resources or budget	N/A
Special Factors	<p>This role allows you to travel to the different library locations over the Wokingham Borough and work flexibly to your own timetable.</p> <p>You will have the option to work at the weekends, and during our late-night opening.</p>

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Good general standard of education (5 GCSE's).		*
Technical Skills.	Essential	Desirable
Good interpersonal and communication skills	*	
Ability to deal effectively with difficult customers and situations	*	
Basic IT Skills		*
Knowledge	Essential	Desirable
Ability to accurately file both numerically and alphabetically	*	
A working knowledge around good customer care		*
Experience	Essential	Desirable
Experience in a comparable customer care environment		*
Experience of working with the general public		*
Experience of dealing effectively with difficult situations		*
Experience of working in a team	*	
Other	Essential	Desirable
Ability to stand for long periods of time, carry books, and help lift heavy boxes of books	*	
Weekend and Evening work required	*	
Means to travel to locations across the Wokingham Borough	*	
Required to handle payments	*	

Has a positive attitude, is outgoing and confident, self-motivated and a sense of responsibility	*	
Flexible	*	
Good and reliable team worker	*	
Completed by:	Stephanie Woods	Date: 01/02/2025