

Hertfordshire County Council Job Outline



JOB TITLE: Senior Library Assistant, HMP The Mount

GRADE: H4

REPORTS TO: Librarian, HMP The Mount

TEAM: Resources

DEPARTMENT: Libraries & Heritage Services (LHS)

Purpose of the Job

To assist with the supervision of day-to-day delivery of all library services in HMP The Mount, including providing administrative and service support as directed by the Librarian, HMP The Mount, and assisting in the maintenance of local partnerships, networks and fora within the prison.

Main Areas of Responsibility

Supervise the delivery of all aspects of the day to day front-line service at HMP The Mount Library, ensuring that LHS, HCC and Prison Service equalities policies are applied

Assist the Librarian, HMP The Mount, by ensuring adequate health, safety and security provision in the library. Undertake risk assessments and assist with the co-ordination and delivery of staff training for front line staff in essential job skills, customer care, health and safety, risk assessments and equality issues

Compile, maintain and ensure return to deadline of statistics and information requested, e.g. records of staff returns, annual leave, sickness, health and safety records, training records

Assist the Librarian, HMP The Mount, to manage and deliver specified area(s) of the service within delegated budgets, including promotion of prison library services and working with local partnerships, networks and fora within the prison. Work with other LHS and Prison Service colleagues to achieve targets in HMP The Mount Library.

Act as a Performance Management and Development Scheme supervisor for Library Assistants

On occasions, act as Duty Manager within the library with recourse to more senior managers within West Area

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- You will be a friendly and confident person who is happy to work in a customer facing role. You will be organised and methodical with confidence to communicate with colleagues and work effectively as part of a team
- You will have the ability to lead a small team and projects and deal effectively with challenging behaviour
- You will be calm under pressure, flexible, and able to adapt to constantly changing priorities. You will be able to demonstrate an up to date knowledge and understanding of materials and resources available in libraries and have a positive approach to the workplace and commitment to work flexibly to achieve service and team needs
- You will have a level of responsibility in opening/ closing the library and in training/ managing other staff, and you must also be flexible in assisting with ad hoc library activities as required. You will work on a timetable and rota basis, but will need to be flexible to maintain adequate staffing during library opening hours
- Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).