

Apprentice Library Assistant

Job Description

Directorate:	Place		
Service:	Cultural Services		
Location:	As advertised		
Salary range:	As advertised	Grade:	G1 Apprentice
Reports to:	Library Officer	Staff responsible for:	None

Job Purpose and Scope

The role is to

- Support the delivery of library and information services to ensure a high-quality service,
- Support the delivery of activities and events,
- Assist customers to access online information and resources and
- Encourage use by a wide range of customers.
- Work as a member of the library team and under limited supervision

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities / Responsibilities

- Offer a warm welcome to all visitors of the building, ensuring the highest standards of customer care and communication skills at all times, providing relevant and current information and signposting.
- Assist customers with ICT and digital skills
- Deliver and support library activities such as Baby Bounce and Rhyme, IT Sessions, author events and class visits
- Assist visitors in joining and using the library and promoting the service
- Undertaking everyday library tasks such as maintaining records and stock, shelving items and placing reservations for requested stock
- Undertaking duties in relation to building security and Health & Safety - including opening and closing routines, key holding, daily cash handling/recording income/banking.

Apprentice Library Assistant

- Assist in the induction, training and support of new members of staff, work experience students and volunteers.
- Work with a range of partners to deliver a high-quality service to the community
- Commitment to continuing professional development and work towards gaining the work-based [LIAS Assistant \(Library, Information & Archive Services\) apprenticeship qualification](#) in a timely manner.
- Ability and willingness to be a flexible, pro-active and effective team member and work with limited supervision
- There may be a requirement for this post to be DBS checked in the future

Other

- **Equal Opportunities** - We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety** - All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused** - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment** - We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge** - We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive** - We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative** - We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful** - We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative** - We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Apprentice Library Assistant

Person Specification

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

- NA

Experience

- NA

Knowledge, Skills & Abilities

Essential

- Ability to work as a member of a team
- Ability to work accurately and with limited supervision
- Excellent digital skills
- Ability to deliver an excellent customer focused service
- Excellent communication skills and the ability to communicate effectively in English
- An enthusiasm for books and reading
- Knowledge and understanding of Universal Library Offers
- Ability to deal with difficult situations in a calm and helpful manner

Desirable

- Ability to deliver and support library activities and events
- Ability to work with a range of partners and volunteers
- Ability to lift books and other heavy items repeatedly for shelving and packing purposes

Other Essential Requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.