



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA:	Library Service	POSITION NO:
SECTION:	HMP Library	GRADE: 3
JOB TITLE:	Prison Library Assistant	DATE PREPARED: Reviewed April 2022
EVALUATION DATE:	24 November 2016	JE NUMBER: HCL052

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

- **To act as the primary point of contact for the customer by providing a customer-focused service to help and support access to public library services at HMP Hull.**
- **Supporting the library service in delivering its aims and objectives as specified in the Service Level Agreement with HMP Hull by advocating all elements of the library service to the customer.**
- **Generally raising library awareness through excellent customer care following policy guidelines and procedures.**

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults
2.	To assist in providing and developing a high quality customer focused library and information service within agreed service plans, e.g. annual library plan, position statement; to meet local and national standards, e.g. public library standards, etc.
3.	Carries out basic library functions in accordance with the Library Procedures Manual which will include the operation of the library management system (SIRSI) to input and retrieve data relating to both stock and customers in accordance with the Data Protection Act.
4.	Supports the library service in its aims and objectives by actively providing reader development support to the Prison population and Prison Staff, including their families, by giving basic assistance, encouragement and advice to customers choosing reading or music or multimedia material. Participates in reader days, reading groups, etc. advocating reader development and other initiatives, e.g. Bookstart, Skills for Life, Reading Ahead etc.

5.	Provide information both in person, over the telephone and in writing, within policy, guidelines and procedures. To answer basic enquiries from the client groups concerning the stock and services of the library and legalities of life in prison at a level appropriate to the user and nature of the enquiry. Referring more complex situations to the librarian duty officer or staff on site.
6.	As directed by their line manager, supports the delivery, promotion, and evaluation of library events and other related promotions, both on / off site. This will include providing support for the libraries and associated services in outreach work e.g. Family Days, exhibitions etc.
7.	Encourages customers to participate in consultation exercises, both formal and informal, on and off site; to encourage a high take up and response to the service. Actively supporting the library service to improve overall customer service or working practices and to promote and foster a positive image of the service
8.	To assist library customers with IT help when working at other library sites e.g. how to search for a job or search the Internet etc.
9.	To assist in the libraries stock management programme which will include routine care and maintenance to ensure quality of the stock, identify stock deficiencies and assessment of stock e.g. binding and discards, in line with the Library Procedures Manual and Stock Policy.
10	To have an awareness and knowledge of library service initiatives and give proactive support to those initiatives and partnership arrangements which contribute to the Library Service aims and objectives, e.g. Reading Ahead
11	As directed, to actively participate in training to develop and enhance the library service in line with current aims and objectives, often but not exclusively, to enhance the service to the customer e.g. Skills for Life, Reader Development etc. Also, to participate in personal development activities, e.g. Personal Performance and Development Interviews, training enabling the acquisition of skills to develop the individual, etc.
12.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy.

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

Although not directly responsible for staff the post holder participates in and contributes to the basic training of less experienced staff, e.g. new staff, volunteers and orderlies.

The postholder is responsible for maintaining a safe and secure environment for prisoners, colleagues and themselves including, but not limited to, an understanding of personal safety and responsibility to the prison as a secure setting.

2. Responsibility for Customers/Clients:

Ensuring high quality service provision through excellent customer care in a friendly, considerate, courteous and professional manner and considerate of the customers needs, acting at all times within agreed council strategies and policies.

The postholder is responsible for maintaining a safe and secure environment for prisoners and colleagues including, but not limited to, an understanding of personal safety and responsibility to the prison as a secure setting.

Contributes to answering approximately 8000 enquiries p.a. (Hull Prison Library, 2015/16) by answering basic enquiries from the prisoners concerning the stock and services of the library and legalities of life in prison.

Contributes to issuing 22,000 books and other items p.a. (Hull prison Library, 2015/16)

Under general supervision: to answer basic enquiries from customers and clients relating to membership, the stock and services of the libraries, including reservations and reference queries (particularly of a legal nature).

Take a proactive approach where staff take the initiative to approach customers and clients who appear to be in need of help.

To develop an understanding and undertake training to deliver customer and client needs, e.g. awareness of library resources in all formats

3. Responsibility for Budgets:

Maintaining and producing manual records of transactions on a daily basis as required by policy. Following appropriate financial guidelines and audit procedures as instructed.

When working across Hull Library sites contributes to handling of cash from fines, items for sale and audio-visual materials and, where appropriate, to operate cash flow procedures and balancing of daily till receipts

4. Responsibility for Physical Resources:

Electronic equipment such as, computers, photocopiers, etc. Some of which require specialist knowledge.

To have an awareness that fixtures, fittings and resources are fit for purpose advising senior officers, the Administration officer or safety services, as required.

Ensuring appropriate resources are available to provide the service by informing the supervisor, librarian, senior manager of any deficiencies, e.g. low no. of joining forms, insufficient reading scheme info, etc.

Contribute to the maintenance of approximately 12,000 items of stock on site (Hull Prison Library, 2015/16) by supporting and participating as required in policies and procedures agreed in the Stock Policy.

In the absence of senior staff, prepare and open the service point and also lock up and secure the building/service point. When necessary, liaise with the Duty Officer, relevant Governor, senior library staff, etc., in connection with problem situations regarding the building, equipment, health and safety or with library users.

Ensure prison procedure followed thoroughly regarding security and upkeep of facilities. Liaise with the relevant Governor and colleagues, etc., in connection with problem situations regarding the building, equipment, health and safety or with library users.

ICT functions including: reporting faults, dealing with simple ICT problems, e.g. changing cartridges, releasing paper jams, checking connections, etc. and referring more complex

problems to the appropriate E-leader, librarian, Duty Officer, supervisory staff or IT services.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

Delivering front line library services to the Prison population and Prison staff.

The postholder is responsible for maintaining a safe and secure environment for prisoners and colleagues including, but not limited to, an understanding of personal safety and responsibility to the prison as a secure setting.

The post holder will require a flexible approach to working arrangements which will include working at other library service points as required, this may be at short notice, e.g. to cover sickness absence.

To work with other library staff to deliver associated services to the library user.

Senior Managers in delivering front line library services to the Prison population.

2. With Any Other Company Areas

With other Company departments and staff to develop and deliver events or share information which supports the outcomes of HMP Hull, local and national initiatives.

3. With External Bodies to the Company

All Council departments to varying degrees and frequency to collect information on local services and events to be used by the library service in promoting to the public.

Interacts with members of the relevant IT team to report any queries, faults arising from the operation of the library management system, People's Network and other IT facilities.

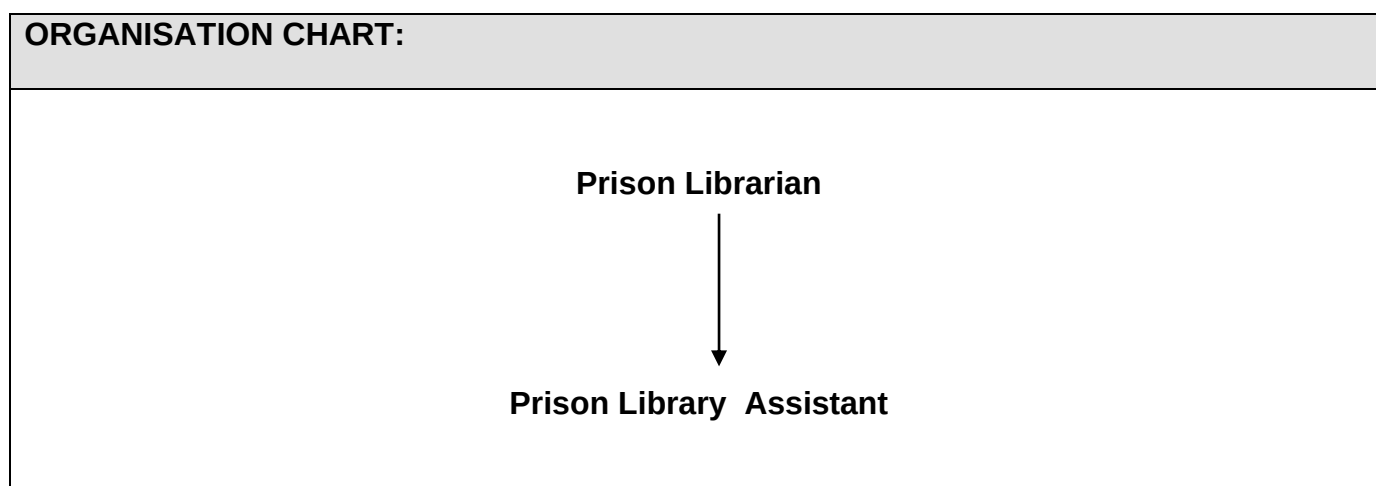
With other Council partnerships to deliver services with a wider agenda across the city, e.g. supporting literacy standards across the city.

With staff from the Education Department at HMP Hull and other prison staff at all levels.

Other local education providers, Hull College, University of Hull, Ofsted, etc. to support various local and national initiatives by providing information and partnership working.

Support the work of the National Careers Service in helping to reduce reoffending.

Maintain good working relationships with external providers who provide services to HMP Hull such as Amey etc.



	Tick relevant level for each category						Supporting Information (if applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			√			N/A	Involves lifting and carrying stock and resources within the library and to venues within the prison
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).			√			N/A	Not an office environment, working in a restricted area within the prison and on the Wings, under supervision and following security procedure
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.				√			Working on a face-to face basis with prisoners and prison staff, which may involve difficult situations and possible aggressive behaviour

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. *Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation		Essential	Desirable	How identified
1.	Qualifications:			
	4 GCSE's or equivalent or demonstrate they are working towards this level.	√		AF, CQ
	Basic literacy and numeracy levels.	√		AF,CQ
	ECDL level 1, working or willing to work towards.		√	AF
2.	Relevant Experience:			
	Previous experience of working with the public, e.g. shop working, community warden, work experience, etc.	√		AF,I
	Previous experience of providing customer care in a public environment	√		AF, I
	Previous experience of using and applying IT systems and office software	√		AF
	Previous experience of working in a library.		√	AF,I
	Previous experience of training staff		√	AF, I
	Previous experience of office or clerical procedures		√	AF
	Cash handling and reconciliation		√	AF
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults		√	AF
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults		√	AF, I
	Proven customer care skills, to ensure a high quality service provision delivered in a friendly, considerate, courteous and professional manner with the ability to achieve customer care standards in a sometimes pressured environment.	√		I
	Information retrieval and evaluation skills.	√		AF
	Proven ability to apply good organisational and problem solving skills.	√		I
	Proven interpersonal and team working skills.	√		I, R
	A proven commitment to providing a high quality service.		√	AF,R
	Ability to organise own workload and use initiative.	√		I, R
	Ability to deal with challenging behaviour and situations		√	I
	Ability to promote the library and its services to a wide range of customers of all ages and abilities		√	I
	Demonstrates a commitment to the development of the library service and their personal development through training		√	AF, I
	Demonstrates an interest and enthusiasm for books and reading.		√	I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults	√		AF

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	IT applications.	√		AF
	Knowledge of good customer care skills.	√		I
	Knowledge of library service initiatives		√	I
	Knowledge of library administration procedures.		√	AF
	Knowledge of the range of library service client groups.		√	I
	Knowledge of the range of library resources to suit user needs for all ages and abilities		√	I
5	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	√		AF, I
	Effective communicator - able to listen and verbally communicate on all levels. Courtesy, tact and clear articulation to deliver more complex instructions.	√		I
	Questioning/interview skills to establish users needs.	√		I
	Proven communication skills, verbal and written to deal sensitively with customers and to respond to enquires in an appropriate manner.	√		AF, R
	Written Skills			
	Basic written/email correspondence conveying simple or more difficult information. Writing simple reports e.g. statistical information, sickness policy forms, etc.	√		AF
6.	Other:			
	Ability to carry books and other library materials and to bend and reach above head height	√		I
	Flexible approach to working hours to cover all working hours, which may include evenings and weekends and to provide relief cover for sickness and holidays as required.	√		I
The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.				
7.	Additional Requirements:			
	None		N/A	
			N/A	
8.	Disclosure of Criminal Record:			

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	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced & Barring List Disclosure from the Disclosure & Barring Service and a successful Enhanced Level 1 security clearance from Ministry of Justice (if ticked as an essential requirement)	√	N/A	DBS Disclosure MoJ Enhanced Level 1
	If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	√		AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)