

Job Description



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|--|---------------------|---|-------------------------|-----------|------|
| Job Title | | Leisure & Library Assistant | | | |
| Service Area | | Culture & Libraries | Function | Libraries | |
| Team | | Post number | | Grade | VS1C |
| Reports to | Centre/Duty Manager | | Post to be re-evaluated | | No |
| Responsible for (include people and resources) | | Some supervision and support to volunteers and work experience placements | | | |
| Purpose of Job | | | | | |
| <ul style="list-style-type: none"> • To provide support to customers using the Library and Leisure Centre. • To ensure that all the people who enter the Library and Leisure Centre are welcomed in a friendly, polite and efficient manner and that payment or equivalent is received for each customer. • To handle all routine customer transactions within the Centre. • To create a favourable first impression of the Library and Leisure Centre. | | | | | |
| Major duties and responsibilities | | | | | |
| <ol style="list-style-type: none"> 1. To carry out all reception duties. 2. To process telephone, written and personal bookings and payment for use of the Centre's facilities. 3. To take income from customers for charges, fees and goods for sale. 4. To control the flow of customers through the reception foyer. 5. To enrol customers as members of the library and gym. 6. To assist customers with bookings, reservations and general usage of the Centre. 7. To assist customers with borrowing, returning and reserving library items. 8. To shelve and tidy library stock and retrieve requested items. 9. To assist with end of shift procedures, cash reconciliation and safekeeping of monies in accordance with all financial procedures. 10. To answer customer enquiries in a polite and efficient manner, face to face and on the telephone, both routine and more complex information/research based enquiries. 11. To operate the Gladstone and Galaxy databases. 12. To undertake routine administrative tasks as required. | | | | | |

13. To be aware of all Health & Safety issues within the Centre, to constantly implement and assess practices and draw attention to any unsafe practices, including first aid support to staff and customers.
14. To develop a friendly and efficient working relationship with the people who use the centre and to ensure that the centre is a clean, tidy and pleasant environment in which to work and visit.
15. To promote the Leisure Centre and visions range of facilities positively at all times and maintain the displays of promotional material.
16. To encourage customers to take part in all events and activities.
17. To assist in the delivery of events and activities.
18. To promote and control items for resale and hire.
19. To undertake any training and development activity as required for efficient service delivery.
20. To assist in training of staff, oversee volunteers and work experience placements during routine tasks.
21. **To assist in the management and development of the Centre's quality assurance systems and procedures.**
22. To be aware of and abide by company policies.
23. To contribute towards the Service Plan by working with colleagues to achieve service objectives.
24. To work at other facilities/departments as required.
25. To take temporary responsibility for the centre in the absence of more senior staff during a lunch hour or break and respond to emergencies in accordance with instructions.
26. To assist with the hire of halls and spaces, including booking administration, setup and clear up of venues as required.
27. To discharge your responsibilities under the HASAWA and the Company's safety policies for health, safety and welfare of all staff, public, contractors and other people using our facilities.

Fundamental to fulfilling the responsibilities of this post is the ability to respond flexibly, positively and successfully to the ever changing pressures which Vision RC&L face.

This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially. It is not exhaustive and the post holder will be expected to undertake any other duties appropriate to the grade and post.

Responsibility for resources

This includes details of any plant, equipment, vehicles, property or cash for which the postholder is financially and identifiably acceptable.

None.

Person Specification



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|---|-----------------------------|-------------|----------|------------|-----------|
| Job Title | Leisure & Library Assistant | | | | |
| Service Area | Culture & Libraries | | Function | Libraries | |
| Team | | Post number | | Grade | VS1C |
| <i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2= less important</i> | | | | | |
| Selection Criteria | | | | A - I - T | Weighting |
| Education and Qualifications: <ul style="list-style-type: none"> • Minimum of Maths and English GCSE grade c and above (or equivalent qualification) | | | | A | 3 |
| Experience: <ul style="list-style-type: none"> • Working in frontline service delivery / customer service industry | | | | A | 3 |
| Skills & Competencies: <p>Personal Effectiveness and Self Development</p> <ol style="list-style-type: none"> 1. Displays a high level of motivation, drive and commitment 2. Is adaptable and receptive to new ideas and willing and able to adjust to new work demands and circumstances. 3. Displays assertiveness and independence of thought and action within agreed boundaries. 4. Demonstrates knowledge and awareness of personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others. <p>Interpersonal Skills</p> <ol style="list-style-type: none"> 1. Shows consideration, concern and respect for other people's feelings and opinions and is a good listener. 2. Co-operates and works well with others in the pursuit of team goals, sharing information and supporting others. 3. Displays a sound understanding of equality issues, respecting and valuing individuals' diversity and the variety of their contributions. 4. Able to access and communicate information through information technology. <p>Customer/Client Orientation</p> <ol style="list-style-type: none"> 1. Seeks out and listens to the needs/views of a wide range of customers/clients, including difficult customers, accurately summarising and checking for understanding. React in an appropriate way. 2. Seeks regular feedback from customers about services provided and uses this to recommend continuous improvements to services. Takes responsibility for implementing specific improvements within agreed boundaries 3. Promotes and gives a positive image of the Company, Council and own Service. | | | | ALL A/I | 3 |
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| <p>Skills & Competencies contd.:</p> <p>Managing People</p> <ol style="list-style-type: none"> 1. Fosters a spirit of team working. 2. Support colleagues to develop and deliver. 3. Shares information with staff in an open and timely way. 4. Uses a positive and effective approach to supervision | <p>ALL A/I</p> | <p>3</p> | | | |
| <p>Knowledge:</p> <ol style="list-style-type: none"> 1. Some knowledge of books and information sources. 2. General awareness of library and leisure services. | <p>ALL A/I</p> | <p>2</p> | | | |
| <p>Other job requirements:</p> <ol style="list-style-type: none"> 1. The ability to file alphabetically and numerically. | <p>T</p> | <p>3</p> | | | |
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