

Directorate: Growth, Environment & Transport

Unit/Section: Libraries, Registration & Archives (LRA)

Grade: KR5

**Responsible to: Prison Library Development Manager/
Customer Service Officer**

Purpose of the Job:

Working as part of a team to assist in the efficient provision of front line Libraries services in prisons, ensuring the delivery of high quality, equally accessible services to all customers.

Main duties and responsibilities:

- Provide direct service delivery including but not limited to dealing with customer enquires, and issuing and returning stock; working to and within KCC LRA standards and policies; and as part of the Prison Library service team reporting to the Prison Library Development Manager and Customer Service Officer.
- Operating all ICT systems (KCC and Prison Service) as required to deliver LRA services effectively and securely, and to carry out the required Prison Service tasks.
- Contributing positively to the overall improvement, development and active promotion of the library service to ensure excellent provision which meets the needs of our customers, placing them at the heart of our service.
- Recruiting, training, supervising and appraising Prison Orderlies. Encouraging personal learning, development and team working within Prison Service requirements.
- Using KCC and Prison Service Health and Safety, Environmental and Security procedures and good practice, to ensure security of buildings and the health, safety and welfare of self, colleagues and customers using the library. Monitoring and reporting any problems relating to the premises and equipment to the relevant authority.
- Liaising with prison staff and other agencies, such as the Education department within the prison to promote, develop and improve the library service. Being aware at all times of the nature of the prison environment and working appropriately within the Prison Service procedures and guidelines.
- Attending training and meetings as required. Willing to work daytime, evening and/or weekend shifts as required. There may be a requirement to move heavy crates and work at different heights.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: Prison Library Assistant

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	IT literate and competent in the use of Microsoft office. Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge.
EXPERIENCE	Experience of working in a customer focused environment. Experience of undertaking day to day operational duties unsupervised.
SKILLS AND ABILITIES	Able to demonstrate competence in working accurately with alpha/numerical systems. Able to converse at ease with customers, answer questions and provide advice. Able to demonstrate good team working skills and adaptability. Able to engage with customers to promote and deliver high quality services. Comfortable working in a secure environment and within the boundaries of the prison regime and able to maintain confidentiality and security at all times. Able to accurately record and input data. Able to demonstrate good customer care skills and empathy with the client group and able to apply knowledge of customer's needs to service delivery.
KNOWLEDGE	An understanding of Kent Libraries, Registration and Archives services. Understanding of Health and Safety and Equality legislation relevant to the role.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p>

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)