

Kent County Council

Job Description: Prison Library Assistant

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 & Archives services in prisons, ensuring the delivery of high quality, equally accessible services to all customers.

Main duties and responsibilities:

- Carrying out all duties associated with direct service delivery including dealing with customer enquiries, 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 or CSO
- Operating all IT systems (KCC and Prison Service) as required, to deliver LRA services effectively and securely and to carry out required Prison Service tasks.
- Contributing positively to the overall improvement, development and active promotion of the Library Service to ensure the provision of an excellent service 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 and 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 Education) 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 Prison Service procedures and guidelines.
- Being willing to attend training and meetings as required and must be 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.

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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	<ul style="list-style-type: none">• Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience.• ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in a customer focused service.• Experience of undertaking day to day operational duties unsupervised.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Able to demonstrate competence in working accurately with alpha/numerical systems.• IT literate and competent in the use of Microsoft Office.• The ability to converse at ease with customers, answer questions and provide advice.• Able to organise and prioritise own workload in order to meet deadlines and deliver outcomes.• 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.
KNOWLEDGE	<ul style="list-style-type: none">• Can demonstrate an understanding of Kent Libraries, Registration and Archives services.• Demonstrates good customer care skills and empathy with the client group and is able to apply knowledge of customer's needs to service delivery.• Understands Health and Safety and equality legislation relevant to the role.

BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <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
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