

JOB DESCRIPTION

Reading and Learning Advisor

Responsible for:	Reports to:	Department:
N/A	Team Leader	Explore Centre

Overall Purpose:

To deliver the full range of Explore public services, in line with the service's aims and objectives, working co-operatively so services are available at the publicised times.

Key Responsibilities:

To actively engage with all customers and colleagues with respect and sensitivity, making all feel welcome and included. Enable full access to all required areas and materials, ensuring spaces are available, safe, inviting.

To undertake customer enquiry work across all aspects of the service, providing guidance and information (this may include Archives and Local History). When required, assist and support researchers using original archives and rare local history material, ensuring usage is effectively supervised to protect collections.

To actively promote reading and library services with partners and on social media. Participate in the planning, advertising, recording, and delivery of events in line with current policies and procedures.

To provide practical assistance to customers on how to use a wide range of technologies including self-service RFID machines, microfilm readers, phones, and computers.

To participate in the maintenance and effective management of stock in line with the stock policy. To undertake day-to-day/weekly financial processes accurately and take responsibility for building security.

As necessary, participate in the supervision and training of new staff and volunteers This may also include volunteer recruitment and coordination.

To use initiative to resolve any issues that arise on a day-to-day basis, asking an appropriate colleague for support or advice if necessary.

To comply with all relevant legislation and guidelines including Health and Safety, Safeguarding and Data Protection. Adhere to and participate in the improvement and development of policies, procedures and practices including the Performance Development Review process.

Person Specification:

Experience

Essential

- Experience of delivering excellent quality customer-focused services
- Well-rounded understanding of the purpose of a modern library and archives services generally and the services available through Explore York Libraries and Archives specifically

Skills & Knowledge:

Essential

- Confidence and willingness to engage positively with a wide range of people of all ages and backgrounds
- Active interest in information, learning, and reading
- Excellent verbal and written communication skills
- Excellent IT skills, including the use of social media
- Good general standard of education to Level 2 including literacy, numeracy and ICT
- Awareness of data protection legislation for managing sensitive and confidential information
- Excellent time management and be able to organise and prioritise effectively

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- Able to use initiative and problem solve to deliver quality customer-focused services
- Commitment to and enthusiasm for personal development, challenge, and change
- Confidence in self and ability to present oneself positively to others
- Work flexibly and independently across branches, in line with the Lone Working Policy, when required

Relationships:

External

- Customers from all sections of the community
- Room hirers
- Service partners e.g. Oaken Grove, York Learning
- Occasional contact with Council departments, elected members, partners, and suppliers

Internal

- Library, Archive and cafe service colleagues
- Volunteers
- Board Members

Grading Criteria/Framework

Assessed as Band One Pay Step Two

Other

This job description accurately reflects the current requirements of the job. However, the role holder will be expected to carry out any other duties that may reasonably be required in line with the key responsibilities of the role.