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|  | **HIGH LIFE HIGHLAND****JOB DESCRIPTION** |

**JOB TITLE:** Library Assistant

**SALARY:** £23,878 - £24,533 pro rata

**HOMEWORKING:** This role is not suitable for homeworking

**LOCATION:** Fort William Library

**RESPONSIBLE TO:** Library Supervisor

**JOB PURPOSE:** To assist with the provision and promotion of friendly and

efficient library and information services to the public.

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.
2. Working as part of a team to deliver, support and promote library and information services to all.
3. Assisting with library day-to-day routines.
4. Delivering a high standard of customer care.
5. Operate a wide range of computerised and manual systems including checking library databases and maintaining membership records.
6. Stock maintenance, including shelving, handling, processing, repairing and circulation of library stock.
7. Assisting with library events and promotions aimed at various ages including children, teenagers and adults. This will include delivering Bookbug, Lego and Technobot sessions.
8. Cash handling procedures.
9. Participating in staff training.
10. Helping customers make best use of resources including e-resources.
11. Undertaking any other duties as required to ensure efficient and effective service delivery across the library network.
12. Pursue continuous professional development and contribute to the continuous improvement of Fort William Library and High Life Highland as a whole.
13. Attend and undertake any training online or in person.
14. Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
15. Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the library team.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**Date:** June 2025

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|  | **HIGH LIFE HIGHLAND****PERSON SPECIFICATION** |

**JOB TITLE:** Library Assistant

**LOCATION:** Fort William Library

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**
* Experience of working as part of an effective team
* Experience of delivering an effective and responsive frontline customer service.
* Experience of working with children
1. **EDUCATION AND QUALIFICATIONS**
* ECDL or equivalent qualification or evidence of alternatively relevant experience of using ICT systems.
1. **SKILLS/ATTRIBUTES GENERAL**
* Good timekeeping and flexible attitude
* Willingness to learn new skills and attend training
* Ability to work on own initiative
1. **SKILLS/ABILITIES SPECIFIC TO THE POST**
* Ability to assist with library events and promotions including delivering Bookbug, Lego and other children and adult activity sessions
* Ability to assist effectively with library routines including shelving, processing, repairing, circulation of stock and cash handling procedures
* Ability to use library management system including updating customer records and checking library catalogue
* Ability to help customers to make the best use of library resources including e-resources
1. **INTERPERSONAL AND SOCIAL SKILLS**
* Experience of communicating effectively with variety of people including children, teenagers and adults
* Ability to enthuse all age groups about books, reading, information and library use

*High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth), employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.*