

**Behaviour Based Job Profile**

**Library Assistant**

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| **Service:**Museums, Libraries, Outdoor, Country Parks, Outdoor Resource Base | **Grade:**Grade 1 Level 1 - 3 |
| **Reports to:**Team Leader | **Location:**Various  |

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| **Vision and Values:**  |
| Our vision is healthier, happier, more connected lives.Our values are, Do the right thing Even when no one’s looking ● Be a great team Work together. Share ideas. Share mistakes. Share successes ● Own it Be accountable for outcomes good and bad. Don’t pass the buck ● Be positive Be hospitable. Make people feel good. |
| **Overall Purpose:**  |
| To deliver a range of customer focussed library services complying with South Lanarkshire Leisure and Culture policies and procedures and customer service standards. |
| **Main Accountabilities of the job:** |
| * Deliver quality front-line library services in line with national and local agendas
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| * Deliver a range of library support functions according to library service priorities.
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| * Promote learning opportunities and provide basic support to customers in learning based activities, including the use of new technology
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| * Encourage library users to extend their reading choices through reader development promotions and participating in promotional events and activities.
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| **Behaviours Framework** |
| **Efficient** |
| * Punctual and conscientious in your approach to work
* Use resources efficiently, avoiding waste and unnecessary expense
* Identify inefficiency in processes and communicate this to your manager
* Meet deadlines and targets in your day to day work
* Understand the impact of wasteful behaviours on the environment and you act to minimise this impact
* Use of information technology to achieve best outcomes
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| **Flexible** |
| * Willing to learn new tasks and accept new ways of working
* Willing to be flexible in your approach to work to meet changing service delivery needs, deadlines and urgent priorities.
* Help team members when they have urgent deadlines and prioritise your work accordingly
* Understand the need for change and are open to this across your working life
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| **Perform** |
| * Is polite, professional and friendly to customers and apply customer care standards and attitudes at all times
* Works safely to maintain the safety of yourself and other raising concerns about unsafe working practices
* Meets standards of work required in your role in terms of quality and output
* Uses initiative to solve problems and raise potential issues
* Acknowledges when mistakes are made and learns from them
* Seeks feedback on your performance to learn and improve
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| **Working With Others** |
| * Works alongside internal and external colleagues to meet common objectives
* Has professional relationships with colleagues and is aware of dignity at work standards
* Actively and respectfully listens to people in order to understand them and their views
* Contributes appropriately in team and other meetings and discussions
* Presents words and views clearly in a way that other people find meaningful.
* Respects diversity and promotes equality of opportunity when working with colleagues and members of the public
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| **Lead** |
| * Role models the standards of behaviours expected
* Displays and enables leadership through sharing knowledge and skills, seeking guidance and providing support to your colleagues, team and the wider community
* Is aware of and adheres to professional codes of practice and the code of conduct.
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| **Position Requirements**  |
| * Disclosure Scotland: **The preferred candidate will be subject to a Basic Disclosure provided by Disclosure Scotland prior to a formal offer of employment being made.**
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