



ST AGNES PARISH COUNCIL

Parish Clerk: Lee Dunkley BA (Hons), MPhil, FSLCC
Parish Rooms, 17 Vicarage Road
St Agnes, Cornwall
TR5 0TL

01872 553801

clerk@stagnes-pc.gov.uk
www.stagnes-pc.gov.uk

Job Description for Children's & Community Outreach Assistant

Name:

Job Title: Children's & Community Outreach Assistant

Responsible to: Library Manager

Role:

To provide proactive and comprehensive Library services and information to members of the community which will involve interpreting the needs of library service users, initiating appropriate service delivery and ensuring effective resolution of requests. To deliver elements of the Universal Library Offer in reading, information, health and digital access to Library users. To work as part of the team providing St Agnes Parish Council's first point of contact at the library to members of the community and to provide information and 'signpost' to other internal departments of the Parish Council, or to external partners such as Cornwall Council, as appropriate. To handle payment transactions for services related to library provision as required, which may include supporting library users to use electronic and kiosk payment methods. To work flexibly and provide cover for other team members as necessary. To be the first point of contact for tourist information and outreach activities with schools, early years settings and St. Agnes Parish Youth Group.

Duties include:

- Regularly visiting local schools, pre-schools, nurseries and other settings to read stories, promote library membership and services as well as events and the Summer Reading Challenge.
- To build a knowledge of the local area, collate local information and liaise with organisations & businesses within the Parish and further afield to build and maintain a tourist information provision at the library.
- To establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of reading, health, information and digital access.
- To promote the Library Service to all members of the community.
- To participate in the delivery of Library centred activities such as reader development activities, story times and events for children and adults.
- To undertake the required roles within the Face to Face setting including host, floor walker, consultant, Information Service desk and payment processing.
- To offer initial reading choice guidance in line with reader development principles to adults and children.
- To receive enquiries by telephone, electronically, post or Face to Face. Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions.
- To process payments; receipt and prepare associated paperwork and electronic records in an efficient and effective manner.
- To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully
- To deal with complaints in accordance with the Council's Complaints process, advising library users of the applicable procedures, proactively resolving wherever possible or escalating to your Line Manager if required.
- To operate with due regard to Council's confidentiality policies, the Data Protection Act and best practice.

- To operate in accordance with the diverse needs of the community to ensure equal access to services.
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet user demand.
- Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as Face to Face develops in the future as required.
- To work alongside volunteers, mentoring where appropriate, to deliver services and events.
- Any other matters as deemed necessary by the Council and/or the Parish Clerk and/or the Library Manager.

Condition of Employment

Details are contained within the Contract of Employment.

Reviewed: 16/11/21