

<b>Job Family:</b>	<b>Delivery – Front Line</b>	<b>Grade:</b>	<b>4</b>
<b>Job Title:</b>	<b>Operations Assistant</b>	<b>Directorate:</b>	Public Health & Wellbeing
<b>Date:</b>	<b>18<sup>th</sup> May 2017</b>	<b>Version:</b>	<b>1:1</b>
<b>Role Profile - Details Specific to Job Family</b>			
<p>These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.</p> <p>At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.</p>			
<b>Role Profile - Details Specific to Grade</b>			
<p>Providing technical and practical problem solving support and services that are focused on using specialist skills. This may involve guiding or reviewing the work of others.</p> <p>Roles requiring a level of process expertise to deliver an advisory or supervisory service.</p>			
<b>Brief Description of job role and department</b>			
<p>To assist in the efficient and effective coordination, planning, organisation and operational support within the Central Library, branch libraries and historic houses within the Borough. To provide a reliable operational support service to libraries and heritage buildings including occasional delivery service to other buildings as required and assisting with the organisation and preparations of events and activities; e.g. displays, exhibitions, adult and children's events, pop up displays, etc.</p>			
<b>Representative accountabilities</b>			
<p>Deliver core service activities under the close supervision of a more senior member of staff.</p> <p>Manage the resolution of complex customer complaints/issues within area of expertise, escalating where appropriate.</p> <p>Drive and operate heavy plant machinery or specialist equipment.</p> <p>Maintain regular communication with other internal or external service providers to ensure efficient and coordinated service delivery.</p> <p>Create and populate basic databases to hold and manage information and service information to support senior officers in managing the service.</p> <p>Allocate tasks and review the work more junior team members to ensure work is delivered to time and quality standards.</p> <p>Procure goods and services within financial limits using the Council's purchasing systems and rules.</p>			
<b>Budgetary accountabilities</b>			
None			
<b>Specific accountabilities</b>			
<p>1.To assist with and ensure that all operational support functions are carried out efficiently and effectively, to include all necessary Health and Safety requirements, with particular reference to the Central Library, including events and activities taking place outside normal library hours.</p>			

- 2.To provide reliable deliveries and messenger services to the Libraries and Heritage Service, and other buildings as required, using vehicles provided for the purpose, to include transporting cash when required
3. To assist with the organisation, refreshments, preparation, delivery and erection when required, of meetings, events and activities; e.g. displays, calendar bookings, exhibitions, adult and children's events, pop up displays, etc. in all LHA buildings or outreach sites, as required, in and outside of normal working hours
4. To liaise with appropriate officers, contractors and departments of the Council to ensure the efficient operation of maintenance work and repairs, heating, lighting, ventilation, cleaning and other systems in the building division.
- 5.To monitor and manage stores and equipment used by the library service – including audio/visual equipment, refreshments for meetings, stationary, print material etc.
6. To patrol all areas of the central library and to respond promptly to urgent staff calls – dealing appropriately with difficult customers and other emergency situations.
- 7.To ensure that library buildings are secure, locking and unlocking premises as required by council officers and others. To assist with tracing the cause of intruder alarm activations in community libraries during normal working hours.
8. To respond to fire alarm activations and assist library staff with the evacuation of the building. To liaise with civic security & technical staff, and with the brigade to establish the cause of the activation. To promptly report all incidents / occurrences requiring the attention of a senior member of staff.
- 9.To be responsible for Library vans and occasionally other vehicles whilst driving. To be responsible for library stock, equipment, etc. whilst driving and transporting from one building to another.
10. To undertake any other duties as may reasonably be required by the Head of Libraries Heritage and Arts or delegated representative as required

**Person specification (knowledge, skills, experience and behaviours required in the role)**

**Business like**

Focus effort on achieving the right outcomes and solutions.  
Taking personal ownership for the quality and outcomes of my work.  
Behave with integrity with business partners and stakeholders.

Ensure all health and safety standards are adhered to for the relevant work area

Apply diversity and equal opportunities policies in the workplace