

## JOB FAMILIES ~ Customer Services – Library service

### Level descriptor – Level 2 (JG2)

<p><b>Role purpose:</b> Required to undertake a broader range of routine tasks needing some formal training or practical work experience. These can be physical in nature and the post holder may be exposed to unfavourable environmental conditions.</p>	
<p><b>Typical activities</b></p> <p>Carry out routine activities or tasks that may be repetitive in nature to support a service or amenity.</p> <p>Follow instructions that detail the actions to be taken in different circumstances within the service provided.</p> <p>Sort, file or retrieve, pack/unpack and carry items for delivery or storage</p> <p>Undertake general repairs and maintenance of items for others to access, borrow or use.</p> <p>Perform straightforward activities to provide information for others to use.</p> <p>Assist members of the public in using equipment to access different media, materials and information.</p>	<p><b>Knowledge, skills &amp; experience</b></p> <p>Understanding and knowledge of the specific work environment</p> <p>Be able to perform routine activities after being shown how to do them</p> <p>Practical work experience and training to achieve NVQ Level 2 units in specific service user requirements</p> <p>Practical work experience to give an understanding of the processes and practices required or to operate simple machinery</p> <p>Polite and courteous with colleagues and the general public</p>
<p><b>Performance measures</b></p> <p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> <li>• Assessment of safe work environment</li> <li>• impact evaluation of intervention/ activity</li> <li>• quality of records,</li> </ul> <p>Feedback from service users and colleagues</p> <p>Condition of sites / machinery</p> <p>Key Performance Indicators (where available)</p> <p>Line manager assessment</p>	<p><b>Competencies</b></p> <p><u>Team Working</u> ~ cooperation and flexibility, learns from others and shares information</p> <p><u>Outcome focused</u> ~ knows and understands relevant goals for own role and performs tasks to established standards</p> <p><u>Problem Solving &amp; initiative</u> ~follows guidelines to identify issues, refers issues to others where outside own remit</p> <p><u>Planning &amp; Organising</u> ~ follows routines and work schedules</p> <p><u>Business Awareness</u> ~ Understands the contribution of own role to the work environment and understands the role of others in relation to their impact on own role</p>

**The entering of your name and the date below will be treated as signature for declaration purposes.**

Effective Date:	Issued on:
Postholder Name:	Date: