

**ROLE PURPOSE: To carry out administrative and financial support for the Stock Unit.**

Accountabilities	Measures of success	What you need to know
<p><b>1. Teamwork</b></p> <ul style="list-style-type: none"> <li>• Participate as a member of the Stock Team, supporting colleagues and working collaboratively to develop the service.</li> <li>• Work flexibly to support delivery across the service.</li> <li>• Take ownership for own personal development.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from team members/ line manager</li> <li>- Contribution to service</li> <li>- Team performance</li> <li>- Service development</li> </ul>	<p>NVQ level 3 or equivalent in a relevant area.</p> <p>Experience in stock processes, administering acquisitions and financial routines.</p>
<p><b>2.. Partnership working</b></p> <ul style="list-style-type: none"> <li>• Answer routine enquiries from suppliers, libraries and library users.</li> <li>• Build working relationships with libraries staff across the county.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback suppliers and customers</li> <li>- Personal effectiveness</li> </ul>	<p>Effective communication skills across a range of contacts, including suppliers and customers.</p>
<p><b>3. Service delivery</b></p> <ul style="list-style-type: none"> <li>• Assist the Stock Librarians with the acquisition, maintenance, promotion and display of stock in libraries.</li> <li>• Carry out necessary routines to ensure that stock is processed correctly and quickly and supplied ready for use by libraries.</li> <li>• Reconcile and process invoices.</li> <li>• Process customer requests for inter library loan requests</li> <li>• Maintain statistics as requested by the Senior Stock Assistant/line manager</li> <li>• Assist with the administrative aspects of stock acquisitions</li> <li>• Carry out stock maintenance tasks.</li> <li>• Support the delivery by libraries of reader development activities including Bookstart, Summer Reading Challenge and provision for Looked After Children</li> <li>• Use resources creatively and flexibly to meet service needs.</li> <li>• Look for ways to improve the way the service is delivered.</li> </ul>	<ul style="list-style-type: none"> <li>- Service delivered within budget and to agreed targets</li> <li>- Feedback from staff and managers</li> <li>- Service delivery performance indicators</li> </ul>	<p><b>How you act</b></p> <p>Team worker – You work collaboratively with your team to achieve better outcomes for customers.</p> <p>Service deliverer – You focus on delivering a service that provides high quality stock for our customers.</p> <p>Customer focused – You put the customer first.</p> <p>Well organised – You prioritise your work to get things done.</p>