



24 January 2023

Dear Applicant

Administration/Library Assistant

Thank you for your interest in working for Lostwithiel Town Council.

Lostwithiel is a small town in south Cornwall, lying in a valley at the head of the Fowey estuary equidistant from Liskeard, St Austell & Bodmin.

The Council has a history of being a former Borough Council and is a busy place to work. The Council's responsibilities include Listed Buildings, Children's play areas, parks, car parks, a cemetery, allotments, library and a public toilet. The library is currently being run with volunteers and the Council is looking for an enthusiastic and motivated individual with a strong customer focus to drive the service forward.

If you are interested in applying for this role, please complete the attached application form. The closing date for applications is Tuesday 21 February at midday. Applications will be shortlisted for interview on Thursday 23 February with shortlisted candidates being invited to attend interviews on Thursday 02 March.

The Council very much looks forward to receiving your application.

Yours faithfully

*S Harris*

Mrs S Harris  
Town Clerk

Lostwithiel Town Council, Taprell House, North Street, Lostwithiel, Cornwall PL22 0BL  
01208 872323 [clerk@lostwithieltowncouncil.gov.uk](mailto:clerk@lostwithieltowncouncil.gov.uk)

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Lostwithiel Town Council  
Administration/Library Assistant

Job Description

Job Title:	Administration/Library Assistant
Accountable to:	Town Clerk
Base:	Lostwithiel Library
Hours of work:	14 per week
Salary:	NJC SCP 9-15 £23,194 - £25,878 pro rata (plus, Local Government Pension Scheme)

Purpose of the Post

This is an exciting opportunity to join the staff of Lostwithiel Town Council to help provide high quality services to the town of Lostwithiel. The successful candidate will be enthusiastic & motivated individual with a strong customer focus, experience of providing good customer service and an interest in libraries.

Key terms and conditions

<b>Salary</b>	NJC SCP 9-15 (£12.06- £13.45 per hour)
<b>Payment of Salary</b>	Paid monthly by BACS
<b>Probationary Period</b>	The post is subject to a probationary period of 6 months



<b>Conditions of Service</b>	In accordance with the National Joint Council for Local Government Services
<b>Pension</b>	Membership of the Local Government Pension Scheme is automatic unless you choose to opt out.
<b>Hours</b>	14 hours per week.
<b>Place of Work</b>	Lostwithiel Library, Taprell House, North Street Lostwithiel Cornwall PL22 0BL.
<b>Benefits</b>	The Town Council will sponsor any relevant job-related training (subject to budget constraints).
<b>Leave Entitlement</b>	Annual leave starts at 22 working days plus two additional statutory days plus Bank Holidays (pro rata) and increases after five years of service. Continuity of relevant service will be honoured.
<b>Expenses</b>	A car mileage allowance is payable for authorised business travel which excludes normal travel to and from home to place of work.

#### Job description

We are looking for a proactive part time Administration/Library Assistant who can deliver excellent, friendly and welcoming customer service. The successful candidate will usually be the first point of contact either face-to-face or by phone and will provide general office and library service support, as directed by the Town Clerk. The place of work will be Lostwithiel Library, Taprell House, North Street, Lostwithiel and the role will be supervised and line-managed by the Town Clerk. You will have office administration experience, an interest in working with people, strong customer service, communication & computer skills and an interest in developing Lostwithiel Library and helping to deliver the Town Council's aspiration to restore the library opening hours to 14 hours weekly. This post is subject to a Disclosure and Barring Service (DBS) check.

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Main duties & responsibilities are varied and split between Town Council administration and Library duties

#### General Admin

- Answer phone and book call backs into diaries
- Reception duties maintaining filing systems computer and paper
- Answer general enquires and signpost to Cornwall Council if appropriate
- Keep Town Council website & social media accounts up to date
- Photocopying, scanning, shredding, binding & laminating
- Prep rooms for meetings – Library into Town Council meeting room and back to Library
- Maintain stationery stock levels
- Key holder responsibilities - Ensuring the library building is safe and secure at all times
- Keeping office tidy and presentable
- Assisting with Town Council events
- Periodic checks of Town Council assets

#### Library

- Provide a welcome for all customers
- Process Library deliveries in and out
- Open library – set up computers, greet volunteers, assign tasks
- Close library – shut down computers, checking on volunteers, logging outstanding tasks
- Library stock rotation.
- Respond to a wide range of enquiries in person, by telephone and online and signpost to other agencies and services as appropriate
- Responsible for deploying volunteers and allocating daily duties, ensuring adequate cover. Working closely with all volunteers to offer support and advice, direct, motivate and ensure they are aware of new developments
- Keep and update volunteer training & guides to help to make the volunteers self sufficient
- Check Cornwall Council emails and action where appropriate
- Library displays – general, seasonal & specific
- Promote Cornwall Council promotions and events – e.g. World Book Day,
- Promote the Library on social media platforms.
- Ensure all back-office library functions are completed in an effective and timely manner
- Responsible for maintaining customer records in line with Data Protection, Freedom of Information and confidentiality.
- Ensure all Library Management System functions and requirements are met e.g., stock issue, discharge and renew; the collection of fees and charges, stock recovery process
- Helping customers with PC access, printing and photocopying problems
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- Develop & promote role of Library in Lostwithiel – School visits, Lego Club, Storytime, Rhymetime, Summer Reading Challenge
- Create and promote events that enhance and expand library use and services
- Keep library tidy and presentable

#### Other duties

- Comply with the Town Council's policies & procedures at all times
- Maintain the integrity of the Council in all internal and external communications
- Adopt a flexible approach to working hours with the potentially changing work pattern as the library opening hours increase and have an ability to work outside normal working hours to include evenings and weekends as required.
- Undertake any other duties required by the Town Clerk consistent with the level and grading of the post or as amended by a contract of employment.
- Act in a way that actively demonstrates the Town Council's commitment to Equality and Diversity for staff, customers and partners.
- Undertake all activities in compliance with Health & Safety at Work legislation, all Lostwithiel Town Council policies and procedures and any and other agreed safe methods of work.
- Information security and governance - Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance
- Safeguarding - Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
- Equality & Diversity - Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
- Customer Experience - Drive to continually improve customer satisfaction and maintain a clear and consistent focus on delivering outstanding customer experience
- Health, Safety and Wellbeing - Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with council policy and procedures
- To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops.



Person specification –

Your key skills and abilities

Knowledge & Experience

- Experience of working with the public & providing an excellent standard of customer care.
- Excellent IT skills using a wide range of applications including digital and online tools.
- Experience of advising and supporting others in the basic use of computers
- Knowledge of Health, Safety & Wellbeing at work legislation
- Interest and enjoyment of reading

Ideally you will also have:

- Experience of working in the library or other similar sector
- Experience of working with children and young people

Personal Skills and Attributes

- Able to work in an organised and tidy manner
- Able to demonstrate enthusiasm and motivation to deliver the library service and motivate a volunteer team
- A high level of interpersonal skills, especially tact and patience with the ability to remain calm under pressure
- Excellent communication skills, with an approachable, friendly manner
- Confidence to proactively engage with and help people as appropriate.



- Ability to give clear instructions to volunteer team
- Ability and motivation to contribute to service developments and their implementation
- A positive “can do” attitude
- Ability to carry out tasks as directed
- Excellent written and verbal communication skills
- Flexibility in working hours, including evening and weekend working
- Ability to adapt and contribute to service development
- Ability to prioritise and work on own initiative as appropriate

#### Education and Training

- NVQ level 3 / A Level (or equivalent) standard of education
- Level 2 knowledge of ICT – internet, email and word processing, social media, e-books
- Evidence of commitment to continuing professional development

#### Physical

- Able to undertake the demands of the role with reasonable adjustments as necessary
- Commitment to equal opportunities policy and anti-discriminatory practices



**CONFIDENTIAL**

**(Please complete this form in black ink)**

**1. Vacancy Details**

**Job Title:** Administration/Library Assistant

**Salary scale:** NJC SCP 9- 15 (£12.06 - £13.45 per hour)

**Hours:** 14 hours per week

*Completed application forms should be posted to Sandra Harris Town Clerk Lostwithiel Town Council, Taprell House, North Street Lostwithiel Cornwall*

*PL22 OBL (in a sealed envelope marked Administration/Library Assistant vacancy), to be received no later than midday on the closing date, Tuesday 21 February 2023. It is not possible to hand deliver applications.*

*Application is by completed form only; CV's cannot be accepted.*

**CANVASSING, EITHER DIRECTLY OR INDIRECTLY, WILL RESULT IN DISQUALIFICATION**

**2. Personal Details**

Surname:

First names:

Title:





Home Address:
Post Code:
Tel. No.:
Email Address:

**3. Present or most recent employment**

Name of Employer:	
Employers Address & phone number	
Job Title:	Notice required:
Date started:	Date left (if applicable):
Main duties and responsibilities:	



[Empty rectangular box for content]

Reason for leaving:



**4. All previous employment** (most recent first)

Name & address of employer	Job title & main responsibilities	Date		Reason for leaving
		From	To	



5. **Education** (please list all from age 11),

Name & location of school, college or university	Date		Examinations taken (include date, level and grade)
	From	To	



**6. Training and Development**

Name & location of training provider	Date		Examinations taken (include date, level and grade where appropriate)
	From	To	



**7. Supporting Statement – Please read the job description and person specification. Using examples, demonstrate how your knowledge, skills and experience relate to the main duties and responsibilities in the job description and meet the person specification.)**





**8. Additional Information**

a) Are you eligible to work in the UK?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b) Do you require a work permit to take up employment in the UK?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c) Under the Working Time Regulations 1998 the Council must monitor the hours worked by its employees – please confirm whether this will be your only employment	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c) If appointed, do you have any business and/or financial interests which might conflict with the duties of the post? If yes, please give brief details	Yes <input type="checkbox"/>	No <input type="checkbox"/>
d) Do you have any criminal convictions which are not yet regarded as 'spent' under the Rehabilitation of Offenders Act 1974 or are there any proceedings against you?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
e) Would you need us to make any specific arrangements if you were invited for an interview? If yes please give details.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
f) Do you require any modifications or adaptations to your workplace for health or other reasons?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
g) To your knowledge are you related to any Councillor or employee of Lostwithiel Town Council or to the partner of such a person?	Yes <input type="checkbox"/>	No <input type="checkbox"/>





<i>(if yes, please provide details)</i>	Name:
	Relationship:

## 9. REFERENCES

Details of two referees are required, one of which should be your current/most recent employer or if you are leaving full-time education, your Head teacher or College Principal. The second should be a person who can comment on your skills and abilities in relation to the job for which you have applied. References will only be taken up where a candidate is to be invited for interview. If you do not wish your referees to be contacted at this stage, please indicate below. Please note that no offer of employment can be made without prior receipt of satisfactory references. Please do not ask any relative to provide a reference.

Name:	Name:
Organisation	Organisation
Job Title:	Job Title:



<p>Address:</p>          <p>Post code:</p>          <p>Tel. No.:</p>          <p>Email</p>          <p>Relationship:</p>       <p>(I do not wish this reference to be taken up prior to interview) <input type="checkbox"/></p>	<p>Address:</p>          <p>Post code:</p>          <p>Tel. No.:</p>          <p>Email</p>          <p>Relationship:</p>       <p>(I do not wish this reference to be taken up prior to interview) <input type="checkbox"/></p>
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**10. DECLARATION**

I declare that, to the best of my knowledge, the information given in this application is complete and accurate and I consent to it being processed for the purposes of recruitment by Lostwithiel Town Council under the General Data Protection Regulations. I understand that, if, after appointment, any information is found to be false or inaccurate, this may lead to dismissal without notice.

Signature:.....

Date: .....

The personal data you provide in this job application will be used for recruitment purposes. If your application is successful the personal data will be stored in your employee file and used for payroll and personnel administration. It will only be shared with council officers/councillors with a legitimate need to view it. Personnel data held about unsuccessful candidates will only be retained for twelve months.



## Lostwithiel Town Council – Equal Opportunity Monitoring

We, Lostwithiel Town Council are an equal opportunity employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation. Our recruitment selection criteria and procedures (including the areas or media sources which are used in the recruitment process) are frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities and that no applicant or employee is disadvantaged by provisions, criteria or practices which cannot be shown to be justified.

We would like to use your data to ensure that this policy is fully and fairly implemented. We will use your data to compile statistics on the representation amongst our workforce of the categories listed. To use this information, we need your consent. Signing in the space below will indicate that you consent to your data being used for the purposes stated. You may withdraw your consent at any time by contacting The Town Clerk. Completion of this form is optional. Any responses you give will assist us in our commitment to equality, diversity and inclusion in the workplace. Your responses will be kept strictly confidential and will not be used in any decisions affecting you.

Signature
Print Name
Date

The information you provide will stay confidential, and be stored securely and limited to only some staff. Please return the completed form in the envelope marked 'Strictly confidential' to Sandra Harris, Town Clerk, Lostwithiel Town Council, Taprell House, North Street, Lostwithiel, Cornwall PL22 0BL



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**Gender – Which of the following best describes your gender?**

Male  Female  Prefer not to say  Prefer to self-describe

Option to self-describe, please add here

**Gender Identity: Do you identify as trans?**

Male  Female  Prefer not to say  Prefer your own term

Option to self-describe, please add here

**Is the gender you identify with the same as your gender registered at birth?**

Yes  No  Prefer not to say

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**Age** 16-24  25-29  30-34  35-39  40-44  45-49  50-54  55-59  60-64  65+  Prefer not to say

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**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please write in:

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01208 872323 [clerk@lostwithieltowncouncil.gov.uk](mailto:clerk@lostwithieltowncouncil.gov.uk)

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**Do you consider yourself to have a disability or health condition?**

Yes  No  Prefer not to say

If yes, please state the nature of the disability and explain the effect or impact of your disability or health condition on your work.

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

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**Which of the following best describes your sexual orientation?**

Heterosexual  Gay  Lesbian  Bisexual  Prefer to self-describe

Prefer not to say  If other, please write in:

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**What is your religion or belief?**

No religion or belief  Buddhist  Christian  Hindu  Jewish

Muslim  Sikh  Prefer not to say  If other religion or belief, please write in: