



**MAKING
LIFE
BETTER**

JOB DESCRIPTION And PERSON SPECIFICATION

- JOB TITLE:** Relief Library Assistant
- SALARY:** £14.12 per hour
- HOMEWORKING:** This post is not suitable for homeworking
- RESPONSIBLE TO:** Network Librarian / Library Supervisor
- JOB PURPOSE:** To provide holiday, sickness and training cover for permanent members of staff. You will be employed by High Life Highland on a casual basis, as and when required, there are no set hours. As a relief worker with High Life Highland, you are free to choose whether to take on work when it is available, and the Charity is under no obligation to offer work to you.

KEY DUTIES AND RESPONSIBILITIES INCLUDE:

The post uses a mix of manual and computer-based operations and will include:

- Actively promote a positive and collaborative workplace culture that supports the Charity's purpose of Making Life Better and i-care values to increase morale, productivity and performance.
- Working as part of a team to deliver, support and promote library and information services to all.
- Assisting with library events and promotions aimed at various age ranges including children, teenagers, and adults.
- Assisting with library routines including shelving, processing, and repairing library stock.
- Inputting and checking databases and maintaining membership records and reservation systems.
- Cash handling procedures.
- Helping customers to make the best use of library resources including e-resources.
- Delivering Bookbug rhyme and story sessions to pre-school children and accompanying adults.
- Participating in staff training.
- Undertaking any other duties as required to ensure efficient and effective service delivery across the library network.
- Pursue continuous professional development and contribute to the continuous improvement of Caol Library and High Life Highland as a whole.

- Attend and undertake any training online or in person.
- Aim to reduce wastage and uphold our environmental values of being as sustainable as possible in all tasks.
- Assist and support other areas of High Life Highland with particular projects, training or in the event of holidays or sickness working cross-functionally across the Caol Library team.
- Work on a rota basis, including evenings, weekends and bank holidays ensuring you are up to date with your rostered shifts and give advance notice of any leave requests for consideration.
- Undertake all tasks in accordance with High Life Highland policies and procedures, including General Data Protection Regulations, health and safety procedures, relevant checks, reporting any concerns to management to ensure corrective action is taken.

Other Duties:

You may be required to perform duties, appropriate to the post, other than those given in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations, it will be necessary to update this job specification from time to time.

Date: June 2026

High Life Highland (HLH) is committed to the protection and safeguarding of vulnerable groups, including children and protected adults and believes that they should never experience any kind of abuse. It has a responsibility to promote the welfare of those in vulnerable groups and to keep them safe and to practice in a way that protects them. HLH expects all those with whom the Charity engages to share this position. Where applicable, new positions will be subject to the appropriate level of Disclosure Scotland checking; identity checks (address, date of birth) employment/experience history, two references (one of which must be most recent employer, where appropriate), qualifications, Right to Work in the UK (where applicable). The above will apply to anyone working on behalf of HLH (paid or unpaid) including all board directors, staff, workers, volunteers, agency staff and students.



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ESSENTIAL ATTRIBUTES:

To carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:

1. EXPERIENCE

- Experience of working as part of an effective team.
- Experience of delivering an effective and responsive frontline customer service.
- Experience of working with children.

2. EDUCATION AND QUALIFICATIONS

- ECDL or equivalent qualification or evidence of relevant ICT experience.

3. SKILLS/ATTRIBUTES GENERAL

- Good timekeeping and flexible attitude.
- Willingness to learn new skills and attend training.
- Ability to work on own initiative.

4. SKILLS/ABILITIES SPECIFIC TO THE POST

- Availability to work at short notice.
- Ability to assist with library events and promotions (including Bookbug).
- Ability to enthuse all ages about books, reading, information sources and library use.
- Ability to assist effectively with library routines including shelving, processing, and repairing stock and cash handling procedures.
- Ability to input and check library databases and maintain reservation systems.
- Ability to help customers to make the best use of library resources including e-resources.

5. INTERPERSONAL AND SOCIAL SKILLS

- Ability to communicate effectively with others including children, teenagers, and adults.