**Job Description: Part-time Library Administrator**

Purpose: The main purpose of this job is to loan and return books from the ClearVision library, catalogue new books, support borrowers, help new library members join and keep subscriptions updated including managing payments.

Hours: 18 hours per week. Days and times to be agreed with the Director, ideally split across three mornings per week. A consistent weekly working pattern is required. Please note that this job includes work throughout both the school term and school holidays, but with potential for flexibility during school holidays for the right candidate.

Location: the ClearVision library, Linden Lodge School, 61 Princes Way, Southfields, London SW196JB. The key work is conducted in the library and there is not scope for this to be a home-working or hybrid position.

Responsible to: ClearVision Director, who in turn reports to the Board of Trustees.

Working with: the Director and Project Officer

Training and development: the successful candidate will initially need to undergo child protection training, and training with our library software. This may involve travel and an overnight stay. Occasional (remote) training updates may be required.

Requirements: the successful candidate will need to undergo an enhanced DBS (Disclosure and Barring Service) check, carried out by Linden Lodge School.

Term: this role is ongoing

What the job will involve:
You will be required to do the following activities in the following areas:

**Membership and loans:**

* transfer boxes and bags of books to and from postal bins and store them appropriately (please note this requires lifting heavy objects and use of a trolley)
* unpack, return and re-shelve books returned by borrowers, noting damage to/loss of books, and making repairs where appropriate
* check book requests and put stock aside for sending
* select appropriate books from stock, issue and send to borrowers
* arrange postal collections and deliveries of postal sacks as necessary
* respond to communication from borrowers regarding their loans and membership, building our communications and relationship with our borrowers
* assist borrowers in settling up library membership including issuing invoices for institutional memberships
* assist face-to-face borrowers in selecting books

**Record keeping**

* using our library software to create and maintain accurate records of borrowers, loans and library stock, including digitising hard copy information
* ensure the backup and safeguarding of library records and other files as necessary
* archive or dispose of borrower records in compliance with our GDPR policy

**Subscriptions**

* notify institutional library members (such as schools, public libraries and Sensory Support Services) when their subscriptions are due, prepare and send out invoices, reconcile payment records and issue receipts where required, chase late payments and overdue books by phone and email contact
* invoice library members for lost or damaged books and oversee payments, issue receipts and chase late payments

**Stock maintenance**

* provide reports on library stock, membership and usage for staff and trustees
* notify the Director of stock shortages in any particular area
* withdraw old and/or damaged books from stock and package for donation where appropriate
* catalogue and shelve new books

**Communication**

* answer the telephone, answer enquires or direct calls to other staff as appropriate
* Answer general enquiries about the library service by email or letter
* Collect post
* keep accurate records of calls/emails
* send and collect feedback forms
* monitor answer phone messages
* show face-to-face visitors around the library and explain its operations
* assist with newsletters and appeals as necessary
* to conduct all interactions in a polite and efficient manner

**General**

* Help to keep the library clean and tidy including putting out rubbish and recycling for disposal and occasional vacuum cleaning
* Lock/open up the office and set/unset alarms
* Monitor stock levels of library essentials e.g. barcodes and stationary
* assist the Director with any tasks related to the running of a postal library service
* Assist other staff, contractors or trustees with aspects of their work for ClearVision where appropriate

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