

Librarian of Things

Summary

Job title	Library of Things Assistant
Reports to	Meanwhile Manager
Location	Swansea Library of Things, The Quadrant Shopping Centre, Swansea, SA1 3QW but with some work at other locations as required
Hours	Swansea Library of Things will open 6 days a week Monday-Saturday. We are looking to fill 2 positions where the work can be shared across the week. Where possible, we look to provide a good work life balance, so requested days will be given, as long as it meets the business need and is agreed with team members.
Term	Fixed Term Contract 1 st April 2022 – 30 th June 2022
Remuneration	Real UK Living Wage (currently £9.90 per hour)

Job purpose

As part of the PopUpWales initiative Urban Foundry is setting up a temporary Library of Things in a shop unit in The Quadrant Shopping Centre, Swansea. A Library of Things is where members pay relatively small rental fees to loan useful items such as DIY, camping, cleaning or cooking equipment that may only be needed for one off use. The benefits to this include-

- Reducing waste – A single item is used many times in it's one lifetime, instead of single use purchasing by many users.
- Affordability - The hire fee is much less than buying an item outright, so makes acquiring items much less prohibitive.
- Storage – Hiring reduces the need for storing an unused item in the home

We are looking for people to work as our Library of Things assistants. The role requires a person to provide great customer service, process loans, memberships and payments as well as maintain an organised inventory within the shop unit. The role will require lone working most of the time, however, support will be provided by the Urban Foundry team.

Urban Foundry is at an exciting stage, with projects such as Swansea Bay Markets (Uplands, Marina, Mumbles, Port Talbot and Glynneath Markets), the South Wales Food and Drink website, PopUpWales and our brand-new café bar venue - HQ Urban

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Kitchen. As part of the Pop Up Wales project, we are launching Swansea's first Library of Things to promote low waste and the circular economy.

Responsibilities

Specific tasks will include:

- Providing friendly service and interactions with members, customers and passers-by
- Using software for the admin purpose of lending/returning items, membership/account admin, logging payments and inventory management. Training will be provided.
- Using a card system to take payments from customers and ensuring payments are logged on the library system. Training will be provided.
- Handling cash and a small float; reporting takings at the end of each day
- Advocating a circular economy and explaining the benefits of a Library of Things
- Clearly explaining lending processes and basic operation of equipment to members
- Conducting visual assessments of library assets and deciding if any action needs to be taken
- Cleaning library assets between loans. You are not expected to fix damaged equipment.
- Preparing assets before collection.
- Communicating any maintenance needs or damage affecting assets.
- Ensuring the security of items within the library unit
- Maintaining a clean and well presented library unit, deciding on and presenting display items.
- Reporting any issues that require attention
- Creating content and posting to social media to promote Swansea Library of Things
- Communicating with customers through email and social media
- Working safely. There will be some lifting and moving of items which some may consider to be heavy. This includes ladders, folded camping tables, and some other items. Full training will be given on manual handling and health and safety in work.

Some local travel may be required at times in south Wales, and you should be willing and able to travel further afield if necessary.

The above description is not an exhaustive list – there will be other tasks and activities that you may be required to undertake that are within your capability and pay grade.

You will be managed and supported by senior members of our team throughout, and on the job training will be provided to familiarise you with our systems and approaches.

www.urbanfoundry.co.uk

Person specification

A summary of the things we are looking for in candidates is provided below:

Qualifications

We prefer to look for someone who is the right fit for Swansea Library of Things and Urban Foundry based on skills and values. Qualifications are useful, however, the correct persons should not be put off if they think they don't have a relevant academic background.

Knowledge and experience

Candidates must display knowledge and experience of:

- IT literacy. You will be working with *Lend Engine Database Software* which is intuitive for most users as long as you have a good grasp of using computer applications and have enough understanding to solve general issues. You will be working alone, so being able to troubleshoot potential unknowns within lend engine will be important.
- Being a people person who values customer service and is able to advocate the Library of Things.
- Communication skills and an ability explain information to customers clearly.
- Organisational skills. You will be managing an inventory of items and a corresponding database, so ensuring these are all kept well organised is important to the smooth running of the Library of Things. Items must be stored away correctly and logged correctly on the library database. The initial inventory is not extensive, with approximately 75 items available for hire.
- Maintaining a clean and safe working and public environment.
- Ensuring a customer facing shop unit is well presented to the public, with a view to growing it's customer base.
- Showing initiative and motivation to improve customer experience
- Being able to use social media and create posts on Facebook and Instagram.

It will be an advantage, though is not essential, if you can drive.

Our kind of person

We seek colleagues who are: team players; able to work on their own initiative; value-driven; kind and patient; creative and resourceful; tenacious; communicative; enthusiastic; adaptable and resilient; collaborative; diligent; good at multi-tasking; focused; and punctual.

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None of us are perfect, but we like to think we are much of these things and we want to find new colleagues who are too.

How to apply

To apply, please:

- write a short outline of why you would like to work for us – briefly outline what you will bring to the role and how this role can help your development; and
- enclose a short CV, evidencing how you meet the various criteria outlined in this job description, and particularly evidencing your experience in content marketing.

Please do not send us any other material aside from covering letter/CV.

Applications need to be sent to: gareth@urbanfoundry.co.uk (please do not send hard copies) by 2pm on Tuesday 22nd March 2022.

We will inform you if you have made it to the shortlist on the 22nd March, and we aim to interview and appoint the successful candidate by Saturday 27th March, with the role commencing on 1st April.

Subject to the next Covid19 Welsh Government announcements, interviews may be conducted remotely via Zoom or may be held in person – we will let you know if you are shortlisted which it will be.