



Apprentice - Library and Archive Services Assistant - fixed term contract for up to 20 months.

Salary: Apprentice - £24,796.

Qualification: Level 3 - Library information and archive services (LIAS) apprenticeship with LMP Education.

37 per week - including some Saturday working.

Location: Portsmouth Central Library.

The Service

Portsmouth Libraries serve everyone who lives, works, or studies in the city—and beyond. With nine branches and a mobile library, we offer a wide range of services. Our Archive Services, delivered from the Portsmouth History Centre, aim to collect, preserve and share the rich heritage of the city. We also provide the Modern Records Service, managing the paper and digital records of Portsmouth City Council.

What is the role?

Are you interested in public libraries, Portsmouth, its people, its records and local history? Could you see yourself in a role where you help people feel welcome and make the most of our services? Portsmouth Central Library is offering a unique opportunity to join our team as a Library and Archive Services Assistant Apprentice. This is a dynamic, customer-facing role where you'll gain hands-on experience while working towards a Level 3 qualification.

You'll be based at Portsmouth Central Library, supporting both the public library team and the Modern and Historical Records officers based at the Portsmouth History Centre. If you're enthusiastic, energetic, and eager to learn, we'd love to hear from you!

Key Responsibilities of the role

- Helping customers access library and archive resources.
- Delivering excellent customer service at library counters and enquiry desks.
- Taking a leading role in library activities for people of all ages, including Rhymetime and storytelling sessions.
- Assisting customers with self-service kiosks and IT enquiries.
- Processing new memberships and handling payments.
- Maintaining a clean, welcoming library environment.
- Organising and repairing library stock.
- Supporting the Modern Records Service.

Who is the person?

We're seeking someone who is:

- Friendly, approachable, and confident in public-facing roles.
- Organized and methodical with strong attention to detail.
- Comfortable using IT and learning new systems.



- A team player who will support colleagues and adapt to change.
- Resilient and solution-focused, even in challenging situations.
- Able to communicate clearly and effectively in spoken English.
- Creative and proactive in promoting library and archive services.
- Someone able to work occasional evenings for events.
- Good literacy and numeracy (Maths and English).
- Strong communication and customer care skills.
- Ability to maintain accurate records.
- Empathy.

Please also answer the following questions in your application for this apprenticeship

To qualify for an apprenticeship, you will need to answer the following questions:

Do you have an education, health or care plan provided by the local authority or have you been in the care of the local authority?

Are you a citizen of the United Kingdom or another country within the European Union (EU) or European Economic Area (EEA).

Have you been ordinarily resident in the United Kingdom or another country within the EU or EEA for at least 3 years from current date. Do you depend on a visa or other permission to reside in the United Kingdom?

If you have answered 'Yes' to the previous question, please describe below what type of visa/permission you have. You will need to bring in your passport and visa or evidence of immigration permission when you enrol so that we assess your eligibility to receive Government funding for the apprenticeship programme.

Please also answer the 2 questions in the job advert - these can be added to your application form.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR). Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.