

## JOB SUMMARY

<b>Post Title</b>	<b>Customer Service Assistant</b>								
<b>Job Family</b>	<b>Customer &amp; Community Engagement</b>	<b>Pay Range</b>		<b>Line Manager to others?</b>	<b>Yes</b>	<b>Role profile ref</b>		<b>DMA level</b>	
<b>Service Area</b>	<b>Libraries</b>								
<b>Line Manager</b>	<b>Library Services Co-ordinator</b>								
<b>Location</b>									

### **Job Purpose**

To co-ordinate, enable and directly deliver a range of library, council and partner services and to promote and enable access to remote and digital information resources

To promote and enable customer engagement in digital, health and community wellbeing initiatives in line with the Library Service's Face of the Council, Heart of the Community Strategy

To be a champion and ambassador for the Library Service and the Council, to work as part of one library team, providing excellent customer services, tailored to the needs of all library users

### **Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**

- Use of enquiry skills and questioning techniques in order to identify customer needs and to then accurately refer and signpost as appropriate
- Work with partners to promote health, wellbeing and digital engagement and proactively engage with customers on behalf of partners
- Have day to day responsibility for library services as required including opening /closing, seeking relief, amending rota, sorting ICT problems, cash handling and stock management and promotion.
- To proactively engage with customers and deliver a visible and responsive customer service
- Undertake staff supervision, support and development of staff and volunteers , including DSP, training, recruitment
- Maintain up to date and relevant knowledge in the use of all digital library services and a range of digital devices and enable, support and coach customers and colleagues in getting online
- Engage in collaborative and partnership working, direct delivery of new commissioned services e.g. advice, assisted digital etc.

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- Plan and deliver events, activities and promotions, both internally and externally, to enable learning, improved health and wellbeing, community safety and social inclusion, including organising stock circulation, collection development and promotional initiatives in line with the current Service plan.
  
- To demonstrate a proactive approach to library income generation

<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Relevant experience which demonstrates ability to undertake role	Library specific experience not essential. Relevant experience might include retail , customer services, working in teams, 3 <sup>rd</sup> sector organisations etc	✓	
Experience of working with the public in a customer facing/contact role		✓	
Demonstrates interest in and knowledge of the products/ services provided	Interest in reading and the benefits of reading, literacy and current affairs, digital access and awareness of content .  Broad awareness and interest in health and wellbeing, inclusion and community development	✓	
Good working knowledge of the relevant processes, systems and procedures			✓
Good customer service skills	Clarifies customer needs, meets and aims to exceed them  Good hosting skills with partners and external groups  Demonstrates ability to communicate information and sign post in an informed and unbiased manner	✓	
Good communication and interpersonal skills	Proven ability to communicate clearly, effectively and appropriately with colleagues, customers and BCC Partners	✓	
Literacy and numeracy skills	Demonstrable ability to support customers with queries relating to library resources in all formats	✓	
Proven ability to organise and	Ability to prioritise and delegate	✓	

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prioritise workloads and achieve deadlines	tasks, use initiative and take responsibility in the absence of other senior staff under pressure.  Adopts a solution focused approach		
Proven experience in the competent and safe use of equipment and work specific materials			✓
ICT skills including use of Microsoft applications	Confident ICT skills, experience of using internet for information retrieval and social networking, Twitter, blogs etc.	✓	

**Qualifications**

<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE / NVQ 2 standard or equivalent.	Evidence of continuing professional development		✓

**Other Requirements**

This post may require you to work in libraries other than your usual location from time to time so requires the ability to travel  
Flexibility to support branch network of libraries as directed by senior management

**Organisation Structure (optional)**

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