Post Specification

Post Specification - Key Information

- **Post Title: Library and Customer Assistant**
- **Date: March 2025**
- **Post Group Number: 7268**
- **Job Family: Customer Engagement**
- **Job Family Role Profile: CE5**
- **Final Grade: 5**

To be read in conjunction with the job family role profile.

Service Area Description

Libraries - Customer and Communities Service Area.

This post will report to the Senior Library and Customer Assistant

Purpose of this Post

To deliver high quality frontline library services by being the first point of contact for customers' literacy, reading, information and learning needs.

Make a positive impact on people's lives by understanding and interpreting their needs and ensuring that they are signposted to trusted sources of information and appropriate support in the community.

Assist customers to access council services online and support customers to build their digital skills and confidence.

Provide excellent customer service to all members of the local community.

Engage with customers, promote stock, support a range of activities, making day-to-day decisions to provide an attractive and efficient service.

Key Job Specific Accountabilities

Main Areas of Responsibility

1. Customer Duties

- Greet and welcome customers
- Actively promoting the council's services to all customers and making sure customers are making the most of what is on offer
- Support customers to access services online themselves and proactively supporting customers with their use of digital technology in the space
- Support customers to issue and return library stock using the self serve machines and library management system
- Handle cash and other payments
- Handle enquiries from customers in person and over the telephone and by email, providing information and signposting
- Seeking out customer feedback and suggesting improvements for the service

2. Events and activities

- Delivering regular events and activities for a range of customers in the library
- Gathering and using feedback from events and activities to make improvements, develop new ideas to share with the wider team, and understand impact

3. Stock Duties

- Basic stock maintenance
- Process requests, process new and returned stock, and help with routine stock reports e.g identifying items that require further attention, identifying items for transfer to other service points
- Shelve all returned stock in the correct order
- Tidy and effectively display stock

4. Other Duties

- Work as part of a team to carry out clerical routines as required by the supervisor
- Assist with regular health and safety checks
- Be responsible for security of premises including opening up and locking up where appropriate.
- Attend appropriate training activities to update knowledge and skills

Key Facts and Figures of the Post

- **Budget Responsibilities**: None – small amounts of cash and card handling
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

- General education to NVQ Level 2 (GCSE A-C) or equivalent
- Experience of front-line face to face customer service
- Experience of engaging people from different backgrounds in using your product or service
- Positive approach to all ages and sections of the community
- Understanding of lone working principles
- The ability to engage others to make the most of services provided by libraries
- Confident communication skills and personal presentation, resulting in excellent customer service
- Listening skills and ability to understand specific needs
- An interest in literacy, reading and learning
- Experience and confidence in using digital technology
- Ability to help customers find information
- The ability to take personal responsibility, take on a variety of complex tasks and use initiative to organise your work and be accurate
- Flexible and positive attitude with excellent customer care skills
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Disclosure and Barring Service (DBS) Checks

- This post requires does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Dealing with customers
- **Physical Demands:** Some lifting of materials involved. Appropriate physical strength to lift and move materials
- **Working Conditions:** Lone working or periods of time working without supervision

Other Factors:

Ability to travel within the county to attend other library locations - you will have a usual place of work, however you may be required to work at another location, for which travel expenses and time may be claimed under the Council's Travel Policy. There may be times of lone working.

The post will include some evenings and regular weekend work which will be on a rotational basis