

## Post Specification

<b>Date</b>	<b>October 2023</b>
<b>PG Number</b>	<b>7267</b>
<b>Post Title</b>	<b>Senior Library and Customer Assistant</b>
<b>Job Family</b>	<b>Organisational Support</b>
<b>Job Family Role Profile</b>	<b>OS7</b>
<b>Final Grade</b>	<b>Grade 7</b>

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 Library and Customer Manager.

### Purpose of this post

The purpose of this post is to provide an enhanced level of frontline library services by being the first point of contact for customers' literacy, reading, information and learning needs. The post will support and supervise Library and Customer assistants and assist the Library and Customer Manager in the delivery of a high quality environment for staff and customers.

### Key job specific accountabilities

Engage with customers, understanding and interpreting their needs and ensuring that they are signposted to trusted sources of information and appropriate support in the community.

Undertake general customer and library duties to an enhanced level - supporting Library and Customer assistants to make day-to-day decisions to provide an attractive and efficient service.

Support and supervise a small team of Library and Customer Assistants to ensure high standards of customer service are delivered – ensuring more complex matters that require senior input are resolved through on site or remote support to Library and Customer Assistants.

Assist the Library and Customer Manager in the delivery of a high quality environment for staff and customers.

Support the Library and Customer Manager to implement improvements across the local library service network.

Support the organisation in an emergency response as required.

<b>Please note annual targets will be discussed during the appraisal process</b>	
<b>Key facts and figures of the post</b>	
<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None – small amounts of cash and card handling</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Line management of 8-15 members of staff</li> </ul>
<b>Other</b>	
<b>Essential Criteria - Qualifications, knowledge, experience and expertise</b>	
<ul style="list-style-type: none"> <li>• NVQ3 or equivalent experience or knowledge in the relevant work areas</li> <li>• Experience of managing and motivating staff and allocation of work</li> <li>• Experience in delivering and supporting others to deliver excellent customer service</li> <li>• Experience in resource management allocation of staff across different locations and tasks meet the demands of the customer.</li> <li>• Experience of monitoring service performance.</li> <li>• Knowledge of library service related processes, procedures and systems</li> </ul>	
<b>Disclosure and Barring Service – DBS Checks</b>	
<ul style="list-style-type: none"> <li>• This post does not require a DBS check.</li> </ul>	
<b>Job working circumstances</b>	
<b>Emotional Demands</b>	Dealing with customers and staff
<b>Physical Demands</b>	Some lifting of materials involved. Appropriate physical strength to lift and move materials to a limit of 10 kg.
<b>Working Conditions</b>	Lone working or periods of time working without supervision
<b>Other Factors</b>	
<p>Ability to travel within the county to attend other library locations – there will be a usual place of work, however there may be a requirement to work at other locations. If so, travel expenses and time may be claimed under the Council's Travel and subsistence procedure.</p> <p>The post will include regular evenings and weekend work which will be on a rotational basis.</p>	