

<b>Title</b> <b>Library Service Advisor</b>	<b>Libraries</b>	<b>Post Ref.</b> <b>Salary scale: Grade 3</b>
<b>Job Purpose</b> To provide a consistent, high quality customer experience through the delivery of a full range of library and information services. To inspire the enjoyment of books and reading, to help create opportunities through access to learning, information and heritage resources and by delivering and supporting library events.		
<b>Key Responsibilities</b> <b>Customers</b> <ol style="list-style-type: none"> <li>1. To ensure the highest possible customer experience by providing direct help, guidance and support to library customers.</li> <li>2. To carry out library service duties to support effective and efficient customer service including user enquiries, issue, return and renewal of library materials; lifting and handling of library materials; user registration and the collection of money for charges and sales, including the maintenance of appropriate records.</li> <li>3. To respond appropriately to customer comments and complaints, being clear where these should be dealt with personally or be referred to a manager.</li> <li>4. To organise and deliver a range of activities and programmes for customers of all ages (e.g. children's events, reading groups, Try IT, learning activities, attendance at promotional events etc) working with colleagues from across the service as appropriate.</li> </ol> <b>Service Provision &amp; Promotion.</b> <ol style="list-style-type: none"> <li>5. To provide a welcoming, friendly and accessible environment at all times through ensuring conformity with building and resources presentation standards.</li> <li>6. To promote reading by recommending titles, locating specific items requested by users and ensuring that stock presentation standards are met at all times.</li> <li>7. To promote the Library Service its services and events to existing, new and potential customers within and outside of the library building.</li> <li>8. To ensure that all library equipment is in full working order at all times.</li> <li>9. To contribute to the Library Plan and the achievement of targets.</li> <li>10. To participate and contribute ideas in order to shape the service and</li> </ol>	<b>Key Accountabilities</b> <ol style="list-style-type: none"> <li>1. To provide a high quality customer service in the day to day delivery of the library service</li> <li>2. To ensure that correct processes are being followed and to alert the appropriate manager to ensure compliance with staffing, building management, financial regulations and health and safety requirements.</li> <li>3. To comply with Inspire's policies and procedures, Library Service Standards and the delivery of the core library offer.</li> <li>4. To work efficiently and effectively with the resources assigned.</li> <li>5. To collect performance data/information.</li> </ol>	

<p>achieve a high level of personal performance.</p> <p>11. In the absence of the Library Manager, be responsible for the management of the building including dealing with contractors and reporting any building and operational problems that cannot be resolved locally to appropriate colleagues.</p> <p>12. In accordance with the Financial Regulations of Inspire, undertake the collection, handling, banking of money for charges, sales and any other financial transactions as required. Undertake simple calculations and maintain financial records.</p> <p>13. To train, and work positively with newly appointed staff, volunteers and participants in work experience programmes under the direction of the Library Manager</p> <p>14. To open, lock up and ensure the security of the library site as required.</p>	
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

<b>Person Specification</b>	
<p><b>Education and Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Comprehensive knowledge of the principles and practices of excellent customer service.</li> <li>2. Knowledge of and interest in the public library service and its current services.</li> <li>3. An interest and awareness of current publishing trends and how to make recommendations for a variety of reader needs and capabilities</li> </ol>	<ol style="list-style-type: none"> <li>11. Ability to work as part of a team and to contribute positively to its success.</li> <li>12. Ability to work accurately without direct supervision, meet deadlines, and to organise own defined duties, after training.</li> <li>13. Ability to plan events and activities within available resources.</li> <li>14. Ability to promote library services to customers and potential customers.</li> <li>15. Ability to meet agreed objectives and deliver targets</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>4. Experience of working in, and contributing to, a team and an understanding of teamworking.</li> <li>5. Experience of working with the public of all ages adults and children in a customer service role, as a paid employee or as a volunteer.</li> <li>6. Experience of working independently, taking responsibility for own duties and organising your own workload.</li> <li>7. Experience of using computers.</li> </ol> <p><b>Personal skills and general abilities</b></p> <ol style="list-style-type: none"> <li>8. A high level of commitment to excellent customer care and a proven ability to put it into practice in a friendly and welcoming manner.</li> <li>9. Ability to communicate well with colleagues, partners, volunteers and customers of all ages.</li> <li>10. Ability to respond appropriately to customer enquiries, comments and complaints</li> </ol>	<ol style="list-style-type: none"> <li>16. Ability to understand and implement regulations and standards related to health and safety, finance, safeguarding issues and library services.</li> <li>17. Ability to use ICT equipment and software competently and in a secure manner.</li> <li>18. Willingness to embrace regular changes to digital skills that enables the library service to remain up to date with the current needs of its customers</li> <li>19. Commitment to undertake workbased training appropriate to the role.</li> <li>20. Ability to demonstrate good levels of literacy and numeracy.</li> <li>21. Ability to work efficiently and effectively and actively look for ways of improving services and outcomes for customers.</li> <li>22. Shares Inspire's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration and a commitment to equality for all customers.</li> </ol>
<p><b>Role Dimensions</b></p> <ol style="list-style-type: none"> <li>1. Responsibility for the planning and delivery of a programme of library activities.</li> </ol>	

2. Responsibility for ensuring a welcoming and customer focused library environment.