

Title Library Customer Service Advisor	Inspire: Libraries	Post Ref. Salary scale: 3
Job Purpose To provide a consistent, high quality customer experience through the delivery of a full range of culture, learning, 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. To be the public face of Inspire, proactively promoting, advocating and signposting the full range of Inspire Services to customers.		
Key Responsibilities Customers <ol style="list-style-type: none"> 1. To ensure the highest possible customer experience by providing direct help, guidance and support to library customers. 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. 3. To respond appropriately to customer comments and complaints, being clear where these should be dealt with personally or be referred to a manager. 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. 5. To promote the full range of Inspire Services through advocacy, signposting and referral. 6. To support the delivery of the core library service offers. Service Provision & Promotion. <ol style="list-style-type: none"> 7. To provide a welcoming, friendly and accessible environment at all times through ensuring conformity with building and resources presentation standards. 	Key Accountabilities <ol style="list-style-type: none"> 1. To provide a high-quality customer service in the day to day delivery of the library service 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. 3. To comply with Inspire's policies and procedures, Library Service Standards and the delivery of the core library offer. 4. To work efficiently and effectively with the resources assigned. 5. To collect performance data/information. 6. To work flexibly across libraries under the direction of Library Managers and Strategic Library Managers to meet business needs of service. 7. To carry out keyholder duties as appropriate for library buildings. 	

8. To promote reading by recommending titles, locating specific items requested by users and ensuring that stock presentation standards are met at all times.
9. To support and deliver the Library Service 'Digital Offer ' through direct delivery, signposting and referral.
10. To promote Inspire services and events to existing, new and potential customers within and outside of the library building.
11. To ensure that all library equipment is in full working order at all times.
12. To contribute to the Library Plan and the achievement of targets.
13. To participate and contribute ideas in order to shape the service and achieve a high level of personal performance.
14. In the absence of the Library Manager / Assistant 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.
15. 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.
16. To train, and work positively with newly appointed staff, volunteers and participants in work experience programmes under the direction of the Library Manager
17. To work positively with volunteers and Inspire Members, recognising the value and distinctive contribution of volunteers in delivering enhanced service provision.
18. To open, lock up and ensure the security of the library site as required.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Comprehensive knowledge of the principles and practices of excellent customer service.
2. Knowledge of and interest in the Library Service and its services.
3. Knowledge of and interest in cultural and learning services

Experience

4. Experience of working in, and contributing to, a team and an understanding of teamworking.
5. Experience of working with the public of all ages, as paid employee or as a volunteer in a customer facing role.
6. Experience of organising your own work

Personal skills and general competencies

7. A high level of commitment to excellent customer care
8. Ability to communicate well with colleagues, partners and customers of all ages.
9. Ability to work as part of a team and to contribute positively to its work.
10. Ability to work without direct supervision, and to organise own defined duties, after training.
11. Ability to plan events and activities within available resources.
12. Ability to support the delivery of a wide range of cultural and learning activities.
13. Ability to work flexibly to support the delivery of events outside core opening hours including evening events
14. Ability to meet agreed objectives and deliver targets
15. Ability to understand and implement regulations and standards related to health and safety, finance, safeguarding issues and library services.
16. Ability to use ICT equipment and software competently and in a secure manner.
17. Commitment to undertake work-based training appropriate to the role.
18. Ability to demonstrate good levels of literacy and numeracy.

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| | <p>19. Ability to work efficiently and effectively and actively look for ways of improving services and outcomes for customers.</p> <p>20. Shares Inspire's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.</p> |
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Role Dimensions

1. Responsibility for the planning and delivery of a programme of library activities.
2. Responsibility for ensuring a welcoming and customer focused library environment.
3. Responsibility for supporting the planning and delivery of a wide range of cultural and learning activities.