

## Customer Services

### Job Description

**JOB TITLE:** Library Services Advisor

**GRADE:** Scale 5

**RESPONSIBLE TO:** Team Leader

**RESPONSIBLE FOR:** Operational work to deliver and support the Libraries, including the housebound service.

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF

### **Key Purpose of Role**

This role exists to help Haringey Council to serve its customers well.

This will be achieved within a specific service area including face to face (including but not limited to Libraries or Customer Service Centres), digital, and telephones..

All Customer Services staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with our expected behaviours:

- Ambitious
- Accountable
- Human
- Professional

### **Key Generic Accountabilities**

- To operate as a generic officer across the core activities of the service with a focus on delivering a high level of customer service and performance.
- To specialise in one libraries services.
- To provide comprehensive advice and be able to deal with complex, contentious or technical enquiries.
- To contribute to the provision of high quality, professional customer facing services and improved service outcomes.
- To respond effectively and accurately to routine enquiries in accordance with procedures.
- To assist in the delivery of various service functions in accordance with priorities and service demand.

- To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.
- To assist customers in a way that reflects Haringey's Values, Principles and Pledges.
- To comply with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conducts.
- To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.
- To comply with the Council's Health & Safety requirements;
- Understand and comply with the Council's Equal Opportunities Policy.

### **Key activities**

The key activities for this role include but are not limited to:

#### Libraries

- Welcoming, signposting and guiding customers, using a floor walking approach.
- Issue and return stock.
- Process and shelf books.
- Maintain appearance of libraries including displays and regular tidying.
- Basic financial transactions and use of tills.
- Assisting customers face to face and on the telephone in joining, enquiries, signposting, researching, taking payments and with IT (including but not exhaustively the People's Network, RFID, self service facilities, photocopiers, scanners, and Wi-Fi).
- Setting up of events and activities.
- Preparing and delivering activities for adult and children's sessions.
- Creating library displays.
- Carrying out projects to promote library services.
- Opening and closing library buildings.
- Maintain a knowledge of relevant best practice and customer contact procedures.
- Assisting with more detailed queries with minimal advice from senior colleagues.
- Determining priorities using own initiative as the situation demands.
- Having a good understanding of relevant legislation, procedures and systems.
- Supervisory responsibility for temporarily assigned or shared employees including on the job training or the allocation and checking of work for quality and quantity.
- Dealing with challenging situations where the content and outcome are not straightforward, needing detailed assessment, planning, evaluation and care.
- Providing comprehensive advice and dealing with general complaints.
- Active role in Health and Safety including reporting faults.

#### Housebound Service Driver/Advisor

- To maintain the housebound memberships records.
- To select and prepare resources to be delivered to housebound readers.
- To deliver the housebound service a requirement to be able to drive and have held a UK driving license for two years is necessary.

## Customer Services

### Person Specification

<b>JOB TITLE:</b>	<b>Library Services Advisor</b>
<b>GRADE:</b>	<b>Scale 5</b>
<b>RESPONSIBLE TO:</b>	<b>Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>Operational work to deliver and support the Libraries, including the housebound service.</b>

### **All Customer Services Staff make these Personal Commitments:**

**WE WILL HELP EACH OTHER** a working environment characterised by trust and respect for the individual, fostering open and honest communication at all levels.

**WE WILL GIVE OUR CUSTOMERS AND PARTNERS** the highest quality of service possible characterised by responsiveness, accuracy, integrity and professionalism. We will continue strive for quality improvement.

**WE WILL GIVE OUR ORGANISATION** our full professional commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and business effectiveness

**WE WILL STRIVE FOR** personal and professional growth at work, seeking new knowledge and greater challenges. We will expect to change and will embrace it to the best of our ability.

### Demonstrate behaviour in line with our **values**:

- Ambitious
- Accountable
- Human
- Professional

### Deliver services in line with our **principles**:

- Pain-free
- Personal
- Pride
- Proactive
- Productive

The following criteria are deemed necessary for this role:

- Have a knowledge of best practice and customer contact procedures and ability to apply these to everyday work activities
- An ability to work as part of a team
- Experience of at least one of the specialist areas (face to face, digital, telephones, and development).
- Good written and verbal communications skills
- Good IT skills, including MS Office (Word and Excel).
- Ability to take on board the physical elements of the role – supported by health and safety procedures and equipment (appropriate support and adjustments will be made for staff according to OHU recommendations and any disabilities will be taken into account).

Please note

A DBS check may be required for elements of this role.

**The employee's duties require the following activities: -**

	Yes		Yes
Office duties	X	Outdoor work / uneven surfaces	
Use of a computer	X	Working at heights / on ladders / roof work	
Audio typing		Confined spaces	
Potentially confrontational work	X	Outdoor work or extremes of temperature	
Crisis or conflict situations	X	Driving a Minibus as part of duties or as a volunteer	
Management responsibility		Driving car / van as part of duty	X*
Tight deadlines	X	LGV / PSV driving	
Walking 1+ miles during working day	X	Operating lift-truck, digger or crane	
Use of stairs	X	Work with significant electrical hazards	
Regular manual handling of objects / furniture / equipment (please indicate kilos involved)	X (light loads)	Operating potentially hazardous machinery	
Regular and repetitive movements	X	Exposure to potentially hazardous substances	
Awkward positions e.g. stooping, bending, reaching up	X	Chemicals, e.g. solvents or metal working fluids	
Sitting / Standing for prolonged periods	X	Noisy environment (over 80dB[A])	
Working alone or in isolation	X	Radiation	
Working shifts / unsocial hours / nights	X	Respiratory e.g. dust, fume, solder	X
Risk of infection e.g. TB, Hep B / Other	X	Vibrating machinery	
Teaching or responsibility for children	X	Preparing raw food / serving food	
Control and restraint		Other	

- Only relevant to post/s delivering the Housebound Service in Libraries