

# Job Profile

Position Details	
Post	Customer Services and Libraries Advisor
Service Area	Customer Services and Libraries/Customer Services/Digital Contact
Reports to	Innocent Agilo
Grade	Scale 6
Job Family	To be completed by HR

Role Purpose
<p>This role exists to help Haringey Council to serve its customers well.</p> <p>This will be achieved within a specific service area including face to face (including but not limited to Libraries or Customer Service Centres), digital, telephones.</p> <p>All Customer Services staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with Haringey values:</p> <ul style="list-style-type: none"> <li>• Ambitious</li> <li>• Accountable</li> <li>• Human</li> <li>• Professional</li> </ul>

Main Responsibilities
Key activities for this role include but are not limited to:
<p><u>Digital Contact:</u></p> <ol style="list-style-type: none"> <li>1. To deal with customer enquiries received by telephone, email, web chat or through social media activity, using appropriate IT systems to log, action and respond.</li> <li>2. To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction</li> </ol> <p><u>Integrated Libraries and Customer Services Centres:</u></p> <ol style="list-style-type: none"> <li>3. Welcoming, signposting and guiding customers, using a floor walking approach at our integrated CSL Centres [Marcus Garvey and Wood Green], and:</li> </ol> <p><u>Customer Service Centre:</u></p> <ol style="list-style-type: none"> <li>4. To deal with customer enquiries received predominantly in person, but also by telephone, email, web chat, or through social media activity, using appropriate IT systems to log, action and respond.</li> <li>5. To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction</li> </ol> <p><u>Corporate Receptions:</u></p> <ol style="list-style-type: none"> <li>6. To provide a professional, helpful and friendly welcome to all visitors and staff.</li> <li>7. To signpost visitors and staff as necessary and provide them with appropriate information</li> </ol>

including health and safety.

8. To assist in maintaining the council's car park and immediate surrounds of the council buildings.
9. To follow processes and guidelines for registering and recording visitors including maintaining records.

Libraries:

10. Issue and return stock.
11. Process and shelve books.
12. Appearance of libraries including displays and regular tidying.
13. 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).
14. Setting up of events and activities.
15. Preparing and delivering activities for adult and children's sessions.
16. Opening and closing buildings.
17. Deputising, if needed, for branch managers or Team Leaders to ensure the effective operation of the service.
18. Providing comprehensive advice and dealing with general complaints.
19. Active role in Health and Safety to ensure compliance.
20. Creating displays.
21. Carrying out projects to promote library services, and attending meetings within and outside Haringey.
22. Allocate tasks and monitor performance.

Libraries Stock Acquisition:

23. To be responsible for the purchasing managing and processing stock reservation.
24. To receive newly delivered stock, check the accuracy of invoices and passing them for payment.
25. To be responsible for ensuring accurate and good quality catalogue records are available for all items added to stock, creating new records when necessary.
26. To be responsible for the libraries reservations service.

Generic Responsibilities
<ol style="list-style-type: none"> <li>1. To operate as a generic CSL advisor across the core activities of the service with a focus on delivering a high level of customer service and performance.</li> <li>2. To specialise in one of the following areas: Libraries and/or Customer Service Centres, digital (including telephones) and/or corporate receptions.</li> <li>3. To provide comprehensive advice and be able to deal with complex, contentious or technical enquiries.</li> <li>4. To contribute to the provision of high quality, professional customer facing services and improved service outcomes.</li> <li>5. To respond effectively and accurately to routine enquiries in accordance with procedures.</li> <li>6. To assist in the delivery of various service functions in accordance with priorities and service demand.</li> <li>7. To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.</li> <li>8. To assist customers in a way that reflects Haringey's Values, Principles and Pledges.</li> <li>9. To comply with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conducts.</li> <li>10. To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.</li> <li>11. To leverage functional in depth knowledge in order to advise customers effectively.</li> <li>12. To deal with complex enquiries as well as advising and maintaining stock (such as books, permits and application forms).</li> <li>13. If required, to temporarily supervise and support assigned or shared employees including on the job training or the allocation and checking of work for quality and quantity.</li> <li>14. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.</li> <li>15. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.</li> <li>16. Knowledge and experience of using IT.</li> <li>17. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.</li> </ol>

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
<ul style="list-style-type: none"> <li>• Have a knowledge of best practice and customer services procedures and ability to apply these to everyday work activities</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Good knowledge and experience of concepts, principles and practices gained through experience and development in a specific field (face to face, digital, telephones, and development).</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• An ability to work as part of a team and use individual initiative to achieve set targets</li> </ul>	Desirable
<ul style="list-style-type: none"> <li>• Good written and verbal communications skills</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Good IT skills, including MS Office (Word and Excel)</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Keen to learn and develop your skills further and thrive from working in a busy, changing environment</li> </ul>	Desirable

<ul style="list-style-type: none"> <li>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).</li> </ul>	Desirable
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<b>Main Contacts &amp; Other Information</b>
<p><u>Main Contacts:</u></p> <p>Innocent Agilo 02084894493</p> <p><u>Other Information:</u></p>

<b>Organisational Structure</b>
Please provide organisation structure chart.

## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
X				
Are the staff based at the same work location?				Yes
Will the post holder be responsible for contract / agency / project staff?				No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	10%	Use of a computer.	Yes	90%
Audio typing.	No		Crisis or conflict situations.	Yes	
Walking more than a mile.	No		Manual handling.	Yes	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	Yes		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	Yes		Working shifts / unsocial hours, nights.	Yes	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	Yes	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Yes		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

<b>Resources – identify &amp; list personal and identifiable accountability for physical and financial resources including those of clients:</b>
Council Property including IT equipment relating to role
<b>Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:</b>
No
<b>Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:</b>
No
<b>Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:</b>
No
<b>Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:</b>
Only in line with the Security Policy and the Data Protection Act
<b>Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:</b>
No