

## Customer Services

### Job Description

**JOB TITLE:** Customer Services and Libraries Advisor

**GRADE:** Scale 6

**RESPONSIBLE TO:** Customer Services and Libraries Team Leader

**RESPONSIBLE FOR:** Customer Services and Libraries advisory and operational work delivered primarily from Contact Centre, Integrated CSL Centres [Marcus Garvey and Wood Green], Hornsey Library, Branches, and Council Buildings requiring corporate receptions.

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, telephones, and service development.

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:

- Ambitious
- Accountable
- Human
- Professional

#### **Key Generic Accountabilities**

- 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.
- To specialise in one of the following areas: Libraries and/or Customer Service Centres, digital (including telephones), and corporate receptions.
- 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 leverage functional in depth knowledge in order to advise customers effectively.
- To deal with complex enquiries as well as advising and maintaining stock (such as books, permits and application forms).
- 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.
- To comply with the Council's Health & Safety requirements;
- To understand and comply with the Council's Equal Opportunities Policy.

### **Key activities**

Key activities for this role include but are not limited to:

#### Contact Centre:

- 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.
- To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction

#### Integrated Libraries & Customer Service Centres

- Welcoming, signposting and guiding customers, using a floor walking approach at our integrated CSL Centres [Marcus Garvey and Wood Green], and:

#### Customer Service Centres:

- 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.
- To actively promote channel shift and help CSL reducing cost to serve whilst improving levels of Customer Satisfaction.

#### Corporate Receptions:

- To provide a professional, helpful and friendly welcome to all visitors and staff.
- To signpost visitors and staff as necessary and provide them with appropriate information including health and safety.
- To assist in maintaining the council's car park and immediate surrounds of the council buildings.
- To follow processes and guidelines for registering and recording visitors including maintaining records.

### Libraries:

- Issue and return stock.
- Process and shelve books.
- Appearance of libraries including displays and regular tidying.
- 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.
- Opening and closing buildings.
- Deputising, if needed, for branch managers or Team Leaders to ensure the effective operation of the service.
- Providing comprehensive advice and dealing with general complaints.
- Active role in Health and Safety to ensure compliance.
- Creating displays.
- Carrying out projects to promote library services, and attending meetings within and outside Haringey.
- Allocate tasks and monitor performance.

### Libraries Stock Acquisition

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

## Customer Services



### Person Specification

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<b>RESPONSIBLE TO:</b>	<b>Customer Services and Libraries Team Leader</b>
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#### **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 services procedures and ability to apply these to everyday work activities
- 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).
- An ability to work as part of a team and use individual initiative to achieve set targets
- 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	
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	