

London Borough of Bexley

Job Reference:

Job Description

Management Grouping: Place, Communities & Infrastructure

Team: Communities / Libraries

Post Title: Customer Advisor

Reporting to: Senior Customer Advisor

Main purpose of the job:

- To carry out the day-to-day activities necessary to provide an effective and efficient service to users of the designated library service point, in accordance with agreed standards, targets and objectives.
- To act as the first point of contact for the Council, as part of the Council's library service, providing the local community with advice and information on the Council's Services. To fulfil customer requests either directly or through liaison with back-office teams or service providers.

Major Duties and Responsibilities:

- To deal courteously and responsively with enquiries or requests from service users for assistance on any question that may arise and aim to resolve the maximum number of enquiries at the first point of contact. Enquiries may be by telephone (including via the Council's main switchboard) and face to face.
- To register new readers and answer enquiries and incoming calls promptly, dealing with enquiries personally or referring them to senior staff as appropriate.
- To provide a high level of customer care, welcoming customers to the library, introducing them to the range of services available and carrying out reception and circulation desk duties, resolving any queries quickly and pleasantly. A good knowledge of books and the ability to promote the library's stock is essential.
- To gain knowledge of council services, procedures and practices through the effective use of the Council's management systems
- Recording information in accordance with procedures and where necessary maintaining and updating records on the Council's management systems.
- Liaise with colleagues in other teams and departments to resolve customer enquiries and where possible help to resolve difficult complaints and enquiries. Where necessary liaise with service providers (Contractors and partner organisations) to fulfil a customer enquiry.
- Support the delivery of additional Council services from libraries as required. Keep up to date with organisation changes within the Council in order to provide up to date information for all customers.
- Maintain and enhance the Council's commitment to customer care and quality of service standards.

- To provide support to volunteers including assisting them when necessary in the selection of stock for readers of the Home Library Service

Job Activities:

- To maintain the stock of the library; prepare new items for the shelves, clean and repair items, re-shelve items, tidy shelf stock into good order, remove items in poor physical condition, check reserved items, withdraw items and prepare them for sale, etc.
- To operate all ICT facilities, equipment and services in the library and to assist customers in the use of public ICT facilities.
- To assist senior staff in carrying out procedures associated with overdue materials including long overdues and defaulting readers as required.
- To assist with promotional events for adults and children as required; to prepare displays and distribute promotional materials. To provide support in the preparation and operation of the Summer reading scheme and to deliver Toddlertime and Story time sessions, class visits from local schools and other children's activity programmes as directed.
- To provide local information via notice boards, leaflet information and in response to enquiries; to introduce new customers to the library and explain the range of resource available.
- To take charge with others of the library in the absence of more senior staff as necessary.
- To undertake any other duties consistent with grading and experience which may be required reasonably from time to time.

Person Specification

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Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (A/I/T)*
<p>(a) <u>Education and Formal Training</u></p> <p>English and Mathematics to GCSE A – C level or equivalent</p> <p>Completion of ECDL or equivalent</p>	<p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p>
<p>(b) <u>Experience and Knowledge</u></p> <p>Previous experience of working in a library or customer service role, in a paid or voluntary capacity.</p> <p>Experience in using computerised systems e.g. Microsoft Office</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
<p>(c) <u>Skills and Abilities</u></p> <p><u>English Language Requirements for Public Sector Workers:</u></p> <ul style="list-style-type: none"> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. 	<p>E</p>	<p>A/I</p>
<p>(d) <u>Requirements</u></p> <p>Flexibility is essential for this post as may be required to cover absence in other locations</p>	<p>E</p>	<p>A/I</p>

***Selection Method key:**

I = Interview

A = Application Form

AT = Ability Test

High Performance Indicators

Post Title: Customer Advisor	Job Family: Customer Facing	Grade: BEXLEY 04
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Job family definition: Posts in this job family will provide direct services to customers and achieve results through personal delivery. These jobs will not hold day to day supervisory responsibilities but may hold a case load or provide direct customer facing services to the public.

Values	Behaviours for staff
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>
Partnership	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p> <p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>
Open and Accessible	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>
Impact	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence</p>

Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.