

JOB DESCRIPTION

Library Customer Advisor

Directorate and Section/Unit:	Libraries – People Directorate
Scale / Grade:	3
Reporting to:	Library Team Leader or Library Cluster Manager
Responsible for:	n/a

Main purpose of job:

Work as a member of the library team to:

- Provide services to customers in line with Worcestershire County Council's customer service values.
- Support the delivery of the Library Strategy and annual Library Service Plan priorities

Responsibilities, duties and tasks:-

- Proactively engage and interact positively with a wide and diverse range of customers
- Be visible and accessible to customers
- Focus on the customer in a friendly, positive, and confident manner, using initiative
- Assist and support customers to make best use of the full range of library resources and services, including digital.
- Contribute to the development and delivery of a wide range of library activities and events to all customers, including children and young people
- Play an active part in delivering digital library services as well as library based services and outreach services at external venues, including schools
- Play an active part in promoting the full range of library services to customers in libraries, through local library social media channels and other communication channels
- Signpost customers to other services as appropriate
- Maintain a friendly, safe, and inclusive environment
- Work flexibly as part of a team across a cluster of locations and support other team members to produce team results
- Encourage and respond positively to customer feedback
- Work in partnership with a wide range of internal and external contacts
- Carry out a wide range of routine tasks to support customer service, including: -
 - Floor walking
 - Answering queries and dealing with customer enquiries face to face and remotely
 - Stock processing and promotion
 - Cash handling
- Be responsive to customer demand, multi-tasking to achieve results in a busy environment
- Be the senior person responsible for a service point if required
- Work in other libraries as required
- Work in accordance with Worcestershire's People values

General Duties:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.

Contacts:

In all contacts the postholder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Other members of the library service, Adult Learning, People and other Directorate staff

External: Members of the public, colleagues in partner organisations

Notes:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Prepared by:

Kate Holford

Date:

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