

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

| | | | |
|-----------------------|---|------|-------|
| Job Title: | Customer Service Assistant (SLS) | JEID | R0268 |
| Salary Grade: | E | | |
| Team: | Warwickshire Schools Library Service (SLS) (Warwickshire Libraries) | | |
| Division / Service: | Customer Services (Face to Face) | | |
| Directorate: | Resources | | |
| Primary Location: | Hawkes Point, Warwick | | |
| Political Restriction | This post is not politically restricted | | |
| Responsible to: | Team Lead- SLS | | |

This post has been designated as requiring an Enhanced Disclosure from The Criminal Records Bureau. It is therefore essential that you are willing to complete a Disclosure form if offered the post.

Role Purpose

- To be the first point of contact for all users of the SLS by phone email and face to face
- To support customers (schools), enabling them to access council and partner services online, face to face and via the telephone
- To support the SLS's service plan by delivering subscription book loan services and other paid services and reading promotions
- To support the wider library service's focus on priority groups by delivering events and activities such as Rhyme Times, Reading Groups and other targeted promotions
- The post-holder will be an integral part of the team, ensuring a positive experience for school staff and students at all Key Stages and maintaining excellent working relationships with all partners.

Role Responsibilities

- To be responsible for own day to day activities at the service point as appropriate.
- To participate in direct service delivery and customer support.

This may include, but will not be exclusive to:

- Shelving & tidying stock items
- Answering enquiries and supporting customers (schools) to access services inc. providing support in downloading book management data in school
- Providing digital assistance for IT and other queries related to school library maintenance, book stock and other media
- signposting to relevant Warwickshire County Council services, e.g. public libraries, education, health and well-being
- Actively promoting online resources, books, reading and events.
- Supporting volunteers and partners working within the service point and at other service points as required
- To present and promote the service in accordance with agreed quality standards
- To deliver maintenance and promotional work on premises and in schools, including training, story-times and promotional events as required.
- To carry out various duties in relation to computerised information, for example entering and updating records on the library management system, the customer relationship management system and other databases and documents as required
- To carry out administrative and clerical routines accurately and efficiently and, where appropriate, to comply with all financial regulations.
- To assist in the day to day monitoring and maintenance of buildings and equipment, ensuring that they meet Health and Safety standards at all times and to report any incidents and accidents in accordance with WCC guidelines.
- To assist, as required, in cash handling and banking activities.
- To liaise, as required, with other partners in the building on a day to day basis to ensure the smooth running of services.
- To participate in working groups or projects, as required.
- To demonstrate a willingness to undertake training and development opportunities
- To take responsibility as a key-holder and be willing to be called out to buildings outside normal working hours where required.
- To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, Safeguarding Children and maintaining confidentiality and ensure that they are understood and upheld by others.
- To undertake, as required, any other duties that are commensurate with the grading of the post.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

| Essential Criteria | <i>Assessed By:</i> |
|--|---------------------|
| Good numeracy and literacy which includes the ability to work with decimal numbers and the ability to sort alphabetically | A, I, T |
| 4 GCSE passes, grade C or above or equivalent, to include English and Maths | A, D |
| Courteous and effective communication skills, in person, by telephone and in writing. | I, T |
| Experience of working with members of the public in a customer service environment | A, I |
| A systematic, methodical and accurate approach to work | A, I, |
| Ability to work effectively under pressure and to meet deadlines | A, I, |
| Ability to share enthusiasm and knowledge of books and reading with customers of all ages | A, I, T |
| Ability and willingness to deliver promotional activities with customers of all ages | A, I, T |
| Ability to access and support users to access online services such as government websites, application forms, web email accounts and other similar services | A, I, T |
| Experience of using ICT and Windows based computer packages | A, I |
| Ability to work effectively within a team and with staff at all levels | A, I, |
| Ability to work with some initiative and little close supervision | A, I, |
| Have a positive attitude to change and challenge and suggest improvements and encourage others to embrace change | A, I, |
| Ability to undertake cash handling and banking activities | A, I |
| Willingness to undertake training and development opportunities | A, I |
| Ability to maintain confidentiality | A, I, |
| A flexible approach to work within the needs of the services including working weekend, evening and call-out as required. | A, I, |
| Commitment to Equal Opportunities | A, I |
| Ability to move and handle library resources | A, I |
| Ability to travel effectively around the County | A, I |
| The successful applicant will be subject to a criminal record enhanced check with the Disclosure & Barring Service (DBS) before the appointment can be confirmed | A,I,D |

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Working hours across the week will be allocated on a rota basis across all our sites. SLS staff may be required to work weekends and working patterns will be based on the needs of the service and are subject to change.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.

| | |
|--|---|
| <input checked="" type="checkbox"/> Regular client contact or care | <input type="checkbox"/> Exposure to noise levels (above 80dbA) |
| <input checked="" type="checkbox"/> Lone working | <input checked="" type="checkbox"/> Working with waste or refuse |
| <input type="checkbox"/> Night working | <input checked="" type="checkbox"/> Food Handling |
| <input type="checkbox"/> Work at heights | <input checked="" type="checkbox"/> Manual handling tasks |
| <input type="checkbox"/> Working in confined spaces | <input type="checkbox"/> Electric work |
| <input checked="" type="checkbox"/> User of Display Screen Equipment (DSE) | <input type="checkbox"/> Contact with Latex |
| <input checked="" type="checkbox"/> Repetitive tasks | <input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH) |
| <input type="checkbox"/> Continual telephone use (<i>call centre</i>) | <input type="checkbox"/> Working with vibrating tools / machinery |