

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 and generic 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:	Senior Customer Services Assistant	JEID	R0269
Salary Grade:	F		
Team:	Warwickshire Direct & Libraries		
Division / Service:	Customer Services (Face to Face)		
Directorate:	Resources		
Primary Location:	Countywide		
Political Restriction	This post is not politically restricted		
Responsible to:	One of: Library Team Leader; Hub Team Leader; Warwickshire Direct Team Leader; Library and Information Advisor		
Responsible for:	Customer Service Assistants Warwickshire Direct & Libraries; Volunteers		

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 supervise the Customer Service Assistants and volunteers in delivering effective services to customers.
- To support customers, enabling them to access council and partner services online, face to face and via the telephone.
- To support the service's focus on priority groups by delivering and supervising the delivery of events and activities such as Rhyme Times, Reading Groups and other targeted promotions.
- To ensure a positive experience for customers of all ages and maintaining excellent working relationships with all partners.

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Role Responsibilities

1. To be responsible for the day to day operational activities at designated service points including the supervision and support of Customer Service Assistants and volunteers.
2. To co-ordinate the activities of the Customer Service Assistants to ensure effective staff deployment and day to day tasks are completed.
3. To prepare and operate staffing rotas as required
4. To present and promote the service in accordance with agreed quality standards.
5. 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 to access services inc. providing support in using the book issue machines, public computers, book stock and other media.
 - Providing digital assistance to customers enabling them to access services and information online.
 - Provide a signposting service for Warwickshire Police enquiries
 - Actively promoting online resources, books, reading and events.
 - Supporting volunteers and partners working within the service point and at other service points as required
6. To participate in stock maintenance and promotional activities as directed and in accordance with agreed strategic objectives.
7. To participate in recruitment & selection as required.
8. To be responsible for the supervision, appraisals, induction, training, motivation and development of staff as appropriate.
9. 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.
10. To carry out, as required, cash handling and banking activities and ensure that administrative and clerical routines are carried out accurately and efficiently and, where appropriate, to comply with all financial regulations.
11. To assist in the day to day monitoring, reporting of faults 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
12. To ensure relevant data and performance management information are gathered for quality

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standards

- 13.To liaise, as required, with other partners in the library building on a day to day basis to ensure the smooth running of services.
- 14.To participate in working groups or projects, as required.
- 15.To ensure effective communication within the team, and between the team and other staff as necessary
- 16.To ensure that policies and procedures are maintained including the Equal Opportunities, Health and Safety, Safeguarding Children and maintaining confidentiality policies, ensuring their understanding and implementation by staff for whom you are responsible.
17. Willingness to undertake training and development opportunities.
- 18.To take responsibility as a key-holder and be willing to be called out to buildings outside normal working hours where required.
- 19.To undertake any other duties as required which are commensurate with the grading of the post.

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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	Assessed By:
4 GCSE passes, grade C or above or equivalent, to include English and Maths	A, D
Good numeracy and literacy which includes the ability to work with decimal numbers and the ability to sort alphabetically	A, I
Experience of working with members of the public in a customer service environment	A, I
Experience of administrative routines	A, I
Experience of using ICT and Windows based computer packages	A, I, T
A systematic, methodical and accurate approach to work	A, I, T
Courteous and effective communication skills, in person, by telephone and in writing.	I, T
Ability to work with initiative and little supervision.	A, I
Ability to work effectively under pressure and to meet deadlines	A, I
Ability to organise workloads, to plan and implement programmes of work and to delegate effectively	A, I, T
Ability to use own initiative to respond independently to problems and unexpected situations	A, I, T
Ability to work effectively within a team and with staff at all levels	A, I, T
Ability to participate effectively in the recruitment, selection, induction, appraisal, training, motivation and supervision of staff	A, I, T
Ability to share enthusiasm and knowledge of books and reading with customers	A, I
Ability and willingness to create and deliver promotional activities for 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
Ability to travel effectively around the Division and County	A, I
A flexible approach to work within the needs of the services including working weekend, evening and call-out as required.	A, I
Appreciation of/sensitivity to Equal Opportunities issues	A, I
Have a positive attitude to change and challenge and suggest improvements and encourage others to embrace change.	A, I
Willingness to undertake training and development opportunities	A, I
Ability to maintain confidentiality	A, I
Ability to move and handle library resources	A, I
Experience of cash handling and banking activities	A, I

Desirable Criteria	Assessed By:
Experience of working in a Library environment	A, I

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An awareness of Health and Safety in a public building environment	A, I
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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. Libraries are open on a Saturday and specific sites also on Sunday. Staff will 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.

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