



**North  
Northamptonshire  
Council**

## **Job Description and Person Specification**

### **Job details**

Job title: Customer Advisor

Grade: NNCBAND02

Reports to: Kirstie Stevens

Directorate and Service area: Libraries/Kettering Library

### **Purpose of the job**

To work as part of a team, delivering a wide range of frontline LibraryPlus services to a high standard

To support and coach customers to develop their IT skills, enabling them to self-serve using the NNC website and other online services effectively and confidently.

Understand the volunteer journey and promote volunteering opportunities in libraries and the wider community. To support and coach library volunteers.

## **Principal responsibilities**

1. Provide a first point of customer service for a diverse range of customers and enquiries. Using enquiry skills, identify customer needs and the appropriate resolution. To understand and deliver the Quality Standards for Presentation and Behaviour which contribute to the customer care ethos. Ensure that volunteers and partner organisations are aware of and adhere to these standards in day-to-day activities.
2. Be familiar with the current offer provided by partner organisations, including the internal partners such as Adult Learning and Registration Services, to support them in delivering their services and to refer and signpost customers effectively.
3. Promote volunteering opportunities. Recruit, coach and mentor volunteers and newer members of the team to ensure the delivery of excellent customer service.
4. To provide and support activities and services for the whole community including those for families with children under 5 (such as Rhymetime)
5. To undertake tasks and activities relating to the day-to-day operation of the library and to be responsible, in the absence of the Library Manager, for making decisions and taking appropriate actions to ensure the health, safety and security of users and the building. To be familiar with and comply with all policies and procedures relating to health and safety within the service.
6. To be knowledgeable and effective in the use of a variety of IT systems to:
  - Understand the benefits of social media to develop new audiences and engage with service users
  - Support customers to be confident in using online services, to build a digitally confident community
  - Support business need including promotion of the service and data monitoring
  - Deliver library services to our customers using the Library Management System
7. To be responsible for self-development ensuring an awareness of North Northants Council and LibraryPlus strategies in order to contribute to the continuous improvement, culture, and consistency of service delivery.
8. Be aware of all targets set for the library and be proactive in supporting the generation of income for your library.

## **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person Specification

| Attributes                             | Essential criteria   | Desirable criteria  |
|--|--|---|
| Education, Qualifications and Training | Maths and English or able to demonstrate literacy & numeracy   |   |
| Experience and Knowledge               | <p>Experience of customer service delivery</p> <p>Experience of working with volunteers or an understanding of the volunteer experience</p> <p>An understanding and awareness of current services provided by North Northants Council, LibraryPlus and partner organisations</p> <p>Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period</p> | <p>Experience of working within a library environment</p> <p>Experience of working with Under 5s and their families</p> |
| Ability and Skills                     | Excellent listening skills and a confident communicator with a wide range of people including children and young people  | Experience of coaching others   |

| Attributes          | Essential criteria   | Desirable criteria |
|---------------------|--|--------------------|
|                     | <p>An ability to prioritise, involve others and take personal responsibility</p> <p>Enthusiastic for challenge and change, with a flexible and positive attitude</p> <p>Demonstrable Commitment to personal development and the development of others including customers and volunteers</p> <p>Fluent in spoken English to converse at ease with customers and provide advice</p> |                    |
| Equal Opportunities | <p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>  |                    |
| Additional Factors  | <p>This post requires an ability and willingness to travel to and work at other libraries within the area</p>  |                    |