

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## Customer Service Advisor

Library Service, Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## Purpose and impact:

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 WNC website and other online services effectively and confidently.

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

## Accountable to:

This role is accountable to the Library Manager, responsible for the direct line management of Library Customer Service Advisers. The role sits within Libraries, Museums and Community Hubs, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

## 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 junior members of the team to ensure the delivery of excellent customer service. To provide and support activities and services for the whole community including those for families with children under 5 (such as Rhymetime)
4. 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.
5. 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 LMS (Library Management System)
6. To be responsible for self-development ensuring an awareness of West Northamptonshire Council and LibraryPlus strategies in order to contribute to the continuous improvement, culture, and consistency of service delivery.
7. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
8. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

9. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description.

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:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities:   | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.   | Essential             | A, I        |
| Excellent listening skills and a confident communicator with a wide range of people.  | Essential             | A, I        |
| Ability to converse at ease with customers and provide advice in accurate spoken English.   | Essential             | A, I        |
| Enthusiastic for challenge and change, with a flexible and positive attitude. This post requires an ability and willingness to travel to and work at other libraries within the Area. | Essential             | A, I        |
| Demonstrable commitment to personal development and the development of others including customers and volunteers.   | Essential             | A, I        |
| An ability to prioritise, involve others and take personal responsibility   | Essential             | A, I        |

| Knowledge:  | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| An understanding and awareness of current services provided by LibraryPlus and partner organisations. | Essential             | A, I        |
|   |                       |             |
|   |                       |             |

| Relevant experience:   | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of customer service delivery  | Essential             | A, I        |
| Experience of working with volunteers or an understanding of the volunteer experience. | Desirable             | A, I        |
| Experience of delivering events, including events aimed at families with children.     | Desirable             | A, I        |
| Experience of coaching others  | Desirable             | A, I        |
| Experience of working in a library   | Desirable             | A, I        |

| Education, training and work qualifications:  | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| English & Maths GCSEs (Grade C) or equivalent | Essential             | A, I        |
|   |                       |             |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include**

NA

## Day-to-day in the role:

|  |                 |                               |                             |
|--|-----------------|-------------------------------|-----------------------------|
| <b>Hours:</b>                            | FT/PT           | <b>Primary work base:</b>     | XXXX Library                |
| <b>Job family band:</b>                  | WNC Band 03     | <b>Worker type:</b>           | Fixed<br>Field-based worker |
| <b>Salary range:</b>                     | £24,758-£25,603 | <b>Budget responsibility:</b> | 0                           |
| <b>People management responsibility:</b> | 0               |                               |                             |

### Working conditions & how we work:

- The role may require some ongoing physical effort due to the need for regular walking and standing for periods of time as part of their role. At times there will be a need for enhanced physical exertion, as some tasks may call for some lifting and carrying, pushing or pulling of equipment and council property (always with health and safety guidelines).
- In the context of an often-busy working environment, job holders will need to engage in moderate periods of concentrated attention to complete tasks and meet scheduled deadlines or deal with occasional interruptions from customers requiring assistance.
- The role will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the job holder.
- As a result of being a customer facing role, job holders are on occasion likely to experience some unpleasant people related behaviour from disgruntled customers or anti-social behaviour in our council buildings.
- Job holders will be required to defuse situations but will have senior colleagues and line managers to support any difficult situations.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

|                          |  |
|--------------------------|--|
| <b>T</b> Trust           | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.   |
| <b>H</b> High Performing | we get the basics right and what we do, we do well. We manage our business efficiently.  |
| <b>R</b> Respect         | we respect each other and our customers in a diverse, professional and supportive environment.   |
| <b>I</b> Innovate        | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.  |
| <b>V</b> Value           | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |

**E**

we believe in people, will listen, learn and trust them to make decisions. We help Empower people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

