

Job Description	
Job Title	Customer Advisor
Salary/Grade	Grade E
Hours	
Location	
Reports to	Library Manager
Service Area	Northamptonshire Libraries & Information Services
Job Number	
Overall Purpose of the Job	
<ol style="list-style-type: none"> 1. To work as part of a team, delivering a wide range of frontline LibraryPlus services to a high standard. 2. 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. 3. Understand the volunteer journey and promote volunteering opportunities in libraries and the wider community. To support and coach library volunteers. 	

	Main accountabilities
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.
2.	Be familiar with the current offer provided by partner organisations, including the Supporting Independence Team, Adult Learning and Registrations Services, to support partners 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 in order to ensure the delivery of excellent customer service.
4.	To provide and support activities and services for the whole community and particularly for those families with children under 5 (such as Rhyme time) as part of our universal children's offer.
5.	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.	<p>To be knowledgeable and effective in the use of a variety of IT systems in order to:</p> <ul style="list-style-type: none"> • Understand the benefits of social media to develop new audiences and engage with service users • Support customers to be confident in using online services, in order 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)
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7.	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.
8.	To be responsible for self-development ensuring an awareness of West Northants Council and LibraryPlus strategies in order to contribute to the continuous improvement, culture and consistency of service delivery.
9.	Be aware of all targets set for the library, and be proactive in supporting the generation of income for your library.
10.	To undertake tasks and activities relating to the day to day operation of the library.
11.	Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
12.	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

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Minimum GCSEs grade C or equivalent	Maths and English or able to demonstrate literacy & numeracy	Essential

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

Identify	Describe	Essential/ Desirable
Experience and Knowledge	Experience of customer service delivery,	Essential
	Experience of working with volunteers or an understanding of the volunteer experience.	Essential
	An understanding and awareness of current services provided by West Northants Council, LibraryPlus and partner organisations	Essential
	Confident IT skills.	Essential
	Experience of working within a library environment.	Desirable
	Experience of working with Under 5s and their families	Desirable
Ability and Skills	Excellent listening skills and a confident communicator with a wide range of people including children and young people	Essential
	Confidence in self and ability to present oneself positively to others.	Essential
	An ability to prioritise, involve others and take personal responsibility.	Essential
	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
	Demonstrable Commitment to personal development and the development of others including customers and volunteers.	Essential

	Ability to converse at ease with customers and provide advice in accurate spoken English.	Essential
	Experience of coaching others.	Desirable
Equal Opportunities	Demonstrate commitment to equal opportunities with regard to service provision.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard	Enhanced
	Yes		

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
		Yes		