



JOB DESCRIPTION & PERSON SPECIFICATION

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| SERVICE AREA: | Customer Services | POSITION NO: |
| SECTION: | Libraries | GRADE: 3 |
| JOB TITLE: | Customer Advisor | DATE PREPARED: January 2017 (Reviewed December 2021) |
| EVALUATION DATE: | October 2017 | JE NUMBER: HCL071 |

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked After Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE:

To provide excellent customer service, ensuring that a positive image of the Company is conveyed at all times and that customer service standards are met. To provide information on a wide range of both Company services and services of partner organisations, ensuring that as many enquiries as possible are resolved at first point of contact and customers are encouraged to access all services available to them.

To deliver and encourage use of Library services and encourage an interest in reading and learning.

PRINCIPAL ACCOUNTABILITIES:

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|----|---|
| | To promote and safeguard the welfare of children, young people and/or vulnerable adults |
| 1. | You are required to deliver proactive and responsive library services by encouraging reading and lifelong learning. To provide assistance and guidance to use paper and electronic resources and deliver specific activities and promotions i.e. Summer Reading Challenge, reader promotions, work clubs etc both on and off site. |
| 2. | The postholder is responsible for responding to enquiries from customers taking action to deal with them effectively, liaise with colleagues and escalate enquiries of a complex or non routine nature. To maintain accurate records of advice given, updating as required information on the Sirsi Library Management system, the Customer Relationship Management (CRM) System and other systems as required. To validate and copy evidence supplied by the customer in accordance with prescribed procedures and ensure this information is forwarded to the appropriate service area e.g. Parking permits, blue badges etc. and to process and order the parking permit, bus pass, blue badge, books, DVDs etc. To forward to the Duty Officer requests for non-routine items e.g. items not on the Sirsi Library Management System etc |

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| 3. | You will be required to contribute to the management and maintenance of library resources e.g. books, CDs, music scores, DVDs, newspapers and periodicals, equipment. This will include undertaking minor repairs/maintenance e.g. replacing plastic book jackets and labels, repairing torn pages, replenishing paper and toner in printers/photocopiers, cleaning of keyboards, mice etc. The postholder is also required to ensure library resources are kept in the correct location, in the designated order and displayed attractively. You will also be required to create displays of materials to encourage greater customer use. |
| 4. | You are required to develop knowledge and understanding of how and why the Company's and Council's services are delivered and the outcomes they aim to improve for residents. A knowledge of current affairs, information resources and an interest in literature and culture is necessary in order to encourage and support reading and learning. To become conversant with relevant legislation, information leaflets, application forms and services available to customers. |
| 5. | It is essential that you develop knowledge, and the ability, to use IT systems that are necessary to ensure a high standard of customer service delivery. To maintain accurate records of confidential information given, updating as required information on the customer Relationship Management (CRM) system, the Sirsi library management system, BBIS, Pharos, Fairdeal and all other systems as appropriate. |
| 6. | The postholder must be polite and professional at all times, providing a caring, listening service whilst demonstrating an understanding and responsiveness to customers' requirements, whilst recognising the diversity of their needs e.g. when providing support in job clubs and Scared of Mice sessions, to children generally and in activities, people whose first language isn't English etc . |
| 7. | You will be responsible for the collection of monies due to the Company, Hull City Council and other clients ensuring that this is done efficiently and accurately. This includes the issuing of appropriate receipts, accurate recording of transactions and preparation of cash for collection by Cash and Banking. To promote and encourage the use of paid for services in order to maximise Company income. |
| 8. | You are required to provide general reception and clerical duties relevant to the site, follow an established procedure to open and secure library sites, and to reporting building maintenance and service issues. You will also be required to prepare rooms for events and tidy away afterwards, such duties might include setting up a projector, laptop and screen, setting out refreshments or similar and ensuring these are all cleared, cleaned and put away after the event. |
| 9. | You are required to participate in training and development activities that are deemed necessary to become proficient within this role and to aid your personal development. |
| 10. | The postholder is required to contribute towards the delivery and development of services, working at different Library sites, ensuring the opening and closing of these sites and extended availability of services as required. This will involve evening and weekend working, a flexible approach to working hours and will also include delivering promotions and activities both on and off site. |
| 11. | The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure Ltd, as your employer and you as an employee of the Company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's Corporate H&S policy i.e. Fire Warden |

GENERAL:

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the Company.

DIMENSIONS:**1. Responsibility for Staff:**

No direct responsibility for staff, however the post holder is required to support and mentor less experienced staff, Saturday assistants, apprentices, relief assistants, people on work experience and volunteers.

2. Responsibility for Customers/Clients:

This is a key role providing front line service delivery to more than 260,000 residents within the City, in addition to non resident customers and local businesses.

Responsible for ensuring a safe and secure environment for the public whilst accessing services i.e. safeguarding adults and children.

The role involves a proactive approach to customer care in a friendly, considerate, courteous and professional manner acting within agreed Company strategies and policies.

To raise customer awareness of legal duties and/or policies that may affect their use of Company services and take action to enforce such policies and legal duties e.g. the IT Acceptable User policy; Copyright, Designs and Patents Act 1984, Data Protection Act etc.

Work towards a client specification and deliver services accordingly utilising the Procedure Manual, H & S reporting, etc.

3. Responsibility for Budgets:

Is not responsible for budgeting but contributes to the handling of cash on a daily basis by collecting payments due, e.g. Library Fines, blue badges etc and for maintaining accurate records by following financial guidelines and audit procedures as instructed relating to the Company's policies and procedures. This can be in the region of £1,000 at larger sites.

4. Responsibility for Physical Resources:

To have an awareness that fixtures, fittings and resources are fit for purpose, reporting concerns and problems to senior staff.

Routine maintenance of library stock and electronic equipment.

Take appropriate action as defined in policies and procedures in instances of IT failure or problems.

In the absence of senior staff prepare and open the Library site and lock and secure the building. Liaise with the Duty Officer regarding problem situations.

WORKING RELATIONSHIPS:

1. Within Libraries:

To develop positive working relationships with colleagues in the Company to deliver excellent customer services.

2. With the Company

Professional working relationships with colleagues in other service areas to ensure customer focused service delivery.

3. With other partner organisations including Hull City Council

Communicates with colleagues from partner organisations.

Stakeholders include Hull City Council employees and elected members, Primary Care Trust, Local Police Authority, Voluntary Sector Organisations, Job Centre Plus.

ORGANISATION CHART:

Enterprise Coach and Hub Supervisor - Grade 5



Customer Advisor- Grade 3

| | <i>Tick relevant level for each category</i> | | | | | | Supporting Information (if applicable) |
|---|--|------------|-----------------|-------------|------------------|----------------|--|
| | Not applicable | Low | Moderate | High | Very High | Intense | |
| PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment). | | | X | | | | Lifting and carrying of books, handling of boxes, being on ones feet for large parts of the day, pushing pulling of trolleys the weight of which should be controlled by the individual – not an office environment. |
| WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment). | | X | | | | | This is not an office environment and involves face to face contact with a wide range of customers which can occasionally involve disagreeable people related behaviour |

| | Tick relevant level for each category | | | | | Supporting Information (if applicable) | |
|---|---------------------------------------|-----|----------|------|-----------|--|--|
| | Not applicable | Low | Moderate | High | Very High | | Intense |
| EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment. | | | X | | | | Need to adapt behaviour to suit customer, this can often be in emotionally challenging situations e.g. if a customer is given information they find upsetting or frustrating and respond by becoming angry or emotional, customers occasionally share information relating to their personal situation |

| PERSON SPECIFICATION | | Tick relevant column | | List code/s* |
|---|--|----------------------|-----------|----------------|
| The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. *Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation | | Essential | Desirable | How identified |
| 1. Qualifications: | | | | |
| | 4 GCSEs Grade C or above including Maths and English or equivalent qualification in related work area | X | | AF |
| 2. Relevant Experience: | | | | |
| | Experience of working within an operational environment which includes experience of dealing with the public on a face to face basis | X | | AF |
| | A commitment to a high level of customer service which can be demonstrated through previous work or volunteering experience | X | | I |
| | Experience using and applying IT systems and office software for varying purposes. | X | | AF |
| 3. Skills (including thinking challenge/mental demands): | | | | |
| | Ability to assess situations which are not straightforward and an understanding of when to escalate issues. | X | | I, T |
| | Awareness of the needs of vulnerable groups and to provide equal opportunity in service delivery. | | X | I |
| | The ability to work on own initiative as well as contributing to work as a team. | X | | I |
| 4. Knowledge: | | | | |
| | An awareness of library procedures and practice | | X | I |

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|--|--|----------------------|--------------|-------------------------|
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| | An awareness of partnership organisations in order to provide front line service delivery | | X | I |
| 5. | Interpersonal/Communication Skills: Verbal Skills | | | |
| | Proven communication and advocacy skills to deal sensitively with customers. | X | | I |
| | Ability to listen and question to ascertain the needs of the customer | X | | I |
| 6. | Other: | | | |
| | Awareness of personal responsibilities in dealing with sensitive and confidential issues, with the ability to demonstrate neutrality and remain professional at all times | X | | I |
| 7. | Additional Requirements: | | | |
| | Cross as an essential requirement if the candidate requires a Baseline Personnel Security Standard (BPSS) check. | X | N/A | |
| 8. | Disclosure of Criminal Record: | | | |
| | The successful candidate's appointment will be subject to the Company obtaining a satisfactory Basic Disclosure from the Disclosure & Barring Service (if ticked as an essential requirement). <i>#Service area to delete as required</i> | X | | DBS Disclosure |
| | If the postholder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record. | X | N/A | AF(after short listing) |
| | If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only. | | N/A | AF(after short listing) |

