

DEPARTMENT: Sport & Culture	SERVICE GROUP: Libraries
POST TITLE: Customer Support Assistant	REPORTS TO: Area Manager
GRADE: Band 4 / 5	SAP POSITION NUMBER :
Key Purpose of Post: Max 3 sentences	
To deliver a quality, customer-focused and inclusive library service to the public, providing assistance to customers in the use of all library facilities and services in relation to reading, learning, information and community participation. To support the Area Manager with the day to day operational management of the library including undertaking administrative routines, supervising other staff and volunteers, ensuring adequate staffing cover and the effective delivery of services, activities and events, and taking responsibility for the building. To support Development Officers in the delivery of the library universal offers in each library, championing Reading and Culture, Health & Wellbeing, Information and Digital inclusion and support, and the Children's Promise etc. <u>Progression from Band 4 to Band 5:</u> This is expected to take place after 2 years' service, subject to completion of training as set out in the Library Service training plan, and satisfactory performance as assessed by the Area Manager. Additional Band 5 responsibilities are shown below in bold.	
Main Responsibilities of Post: Max 15 Bullet points	
1. To assist the public in person, by phone, post or email, ensuring that a professional, friendly and welcoming image is projected and maintained at all times, including working with customers on a one to one basis to give individual support in the use of the ICT facilities and to access and use digital / online services. Encourage good professional standards so that Service objectives are met and customer satisfaction is maximised through teamwork and effective communication. 2. To assist library customers, including registering new customers, issuing and returning loan items, answering enquiries after appropriate research, accepting and processing requests and producing reports from databases to customer requirements. Assist and advise customers in their choice and use of library resources and facilities, accessing information in hard copy and electronically. Manage more complex customer queries and support less experienced Customer Support Assistants to develop their confidence and skills in responding to these. 3. To assist the Area Manager to develop and maintain high standards of customer care through the effective supervision of Customer Support Assistants and volunteers, and helping to arrange adequate staff cover. To undertake stock processes as required including processing deliveries, retrieving stock to fulfil reservations and in response to stock management lists, and work to ensure stock is kept clean, tidy and well presented. 4. To work with Development Officers to facilitate community involvement in libraries, including the planning, preparation and delivery of activities that promote the health and wellbeing of the community (e.g. helping to combat isolation and loneliness,	

build people's confidence and skills, increase their access to opportunities and experiences, promote social cohesion etc.) including regular rhyme times and story times and activities such as reading groups and 'knit and natter'. **Act as champions of the library Universal Offers and related initiatives and activities, ensuring these are delivered in all libraries.**

5. To monitor the use of the ICT facilities and report problems to the IT Helpdesk and / or an appropriate member of staff. To report problems with the building to the FM Helpdesk and / or an appropriate member of staff. **Take site decisions where possible within own level of expertise, and escalate complex decision making to Area Managers.**
6. To work flexibly in response to the needs of the service. Available to work at any service point as reasonably required including Council run and Hybrid Libraries, working positively with relevant partners, community groups and volunteers.
7. To undertake any training required to carry out the range of duties detailed and participate in the induction of new staff as required. **Assist Area Managers with the training and induction of new staff, casuals and volunteers as may be required from time to time. Assist Area Managers with the identification of skills gaps and training opportunities.**
8. To provide a courteous and helpful service to all customers and deal with incidents of unacceptable behaviour, working in accordance with approved procedures laid down by the Library Service and Bradford Council. **Develop and maintain a culture of continuous improvement in customer experience.**
9. To take receipt of payments from the public and participate in cash procedures at the beginning and end of each session. **Ensure the operation of effective procedures including loan transactions, overdue, requests, income, banking, petty cash and other clerical duties including meeting room and exhibition bookings, in line with key controls as appropriate.**
10. To undertake the safe opening and closing of the library building as required. **To assist the Area Manager to ensure the security of library premises, their contents, their visitors and staff, during opening and closing hours and to ensure that all security systems are operating correctly.**
11. To promote and implement the Council's Equalities and Diversity Policy in relation to employment and service delivery.
12. To comply with the Council's policy on Health and Safety and current Health and Safety legislation and local procedures including testing fire alarms where required. **In conjunction with the Area Manager, implement excellent standards of health, safety, security and facilities management for the Service. Take responsibility (jointly) for the Health and Safety of members of the public and the day to day health and safety of staff and visitors.**
13. To undertake any other duties as required which are appropriate to the work of the service and are commensurate with the responsibility and level of the post.

Special Knowledge Requirement. Will be used for shortlisting. Max 10

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	

Knowledge of books and reading – an interest in books and reading, a knowledge of different authors and genres, and of using public libraries, would be an advantage.	
Communication skills – demonstrates a good level of written and oral communication skills, with the confidence and ability to deliver a presentation such as a story time or rhyme time. Due to the Government's Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Lower threshold level – the person is able to demonstrate fluency during the interview.	X
Organisation skills – well organised and methodical, able to produce consistent and accurate work, with attention to detail, and to meet deadlines.	X
Administration skills – familiar with the use of office equipment including photocopiers and printers, phones and a range of IT equipment, able to carry out a range of administrative and clerical tasks	X
Teamwork – having the ability and willingness to support and cover for others, to be flexible and to work co-operatively with others as part of a team	X
IT skills – Confident and capable in the use of key IT packages including Microsoft Word, Excel, Outlook and web browsers, and the confidence and ability to learn to use new software packages.	X
Social skills – able to interact positively with others; friendly, polite and respectful of others; confident to engage visitors and customers and encourage them to use library services.	X
Numeracy skills – good numeracy skills to be able to place books accurately in numerical order, to count money, record statistical returns et	X
Personal skills – able to take initiative within guidelines set and to take responsibility for own work and learning.	
Health & Safety - able to learn and use knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work.	
Relevant experience requirement: Will be used for shortlisting	
The applicant is required to provide evidence of having previously spoken fluently in English in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.	
Previous experience in a similar customer facing environment would be an advantage.	
Relevant professional qualifications requirement: Will be used for shortlisting	
GCSE Maths and English at Grades A-C or be able to demonstrate good literacy and numeracy through assessment before interview.	
Core Employee competencies to be used at the interview stage.	
Carries Out Performance Management	

Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
Compiled by: Christine May Date: June 2022	Grade Assessment Date: 15 November 2022	Post Grade: Band 4/5