

Job Family:	Delivery – Front Line – Defined by the process	Grade: Indicative only. Subject to Job Evaluation	3
Job Title:	Customer Service Assistant	Directorate:	People, Libraries, Heritage and Arts
Date:	August 2016	Version:	1:2

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Carries out a broad range of straightforward tasks e.g. catering, administration, cleaning, ground maintenance. Will typically be operating simple equipment/IT. Finds, checks and passes on basic information as required. Receives and responds to everyday enquiries from customers, escalating when necessary. Job holders will be expected to plan and prioritise their own tasks on a daily basis.

Roles focused on the delivery of tasks for external service or internal support

Brief Description of job role and department

A front line customer role in libraries, serving the public, handling cash transaction, answering basic enquirers and carrying out routine library duties such as shelving and tidying the shelves.

Representative accountabilities

- Check and validate records using a range of databases and systems to ensure accuracy of customer and service management information.
- Provide information to customers on the availability of or use of Council services in accordance with Council procedures.
- Operate the library management ICT system requiring a degree of specialist training in order to support customers

Budgetary accountabilities

- None

Specific accountabilities

- Support customers to access all library services and promote activities and events taking place across the service and the Council
- To maintain a welcoming and tidy environment in libraries
- To support and work with volunteers to deliver agreed activities
- To use ICT to assist customers by answering enquiries and supporting the Council's shift towards self serve by helping customers to access online services
- To work across the library network as required
- To be responsible for the safety and security of customers and the building in the absence of the Customer Services Officer including opening and closing the building.
- To carry out administrative duties as required
- To take part in promotional activities, events and display work for both adults and children

Person specification (knowledge, skills, experience and behaviours required in the role)

Knowledge and experience

- Ability to provide excellent customer service
- Ability to take part in promotional activities and events for adults and children
- Working knowledge of IT and the internet

Core behaviours

1. Customer focus
 - Demonstrates commitment to high quality public services
 - Has a 'can do' approach and actively engages with customers
2. Business-like
 - Takes personal ownership for the quality and outcomes of work
 - Is adaptable and flexible in an ever changing environment
3. Teamwork
 - Is polite and helpful to colleagues
 - Changes priorities, work pattern or focus when required to deliver the best service
4. Communications & resource management
 - Represents the Council in a positive light
 - Manages time well and understands that it is an important resource for the council

- Ensure all health and safety standards are adhered to for the relevant work area
- Apply diversity and equal opportunities policies in the workplace]