

Role Profile

Job Title:	Library Customer Services Officer
Location:	North Finchley Library
Department:	Libraries
Directorate:	Family Services
Grade:	E
Salary Range:	£34,104 - £35,628
Reports to:	Library Customer Services Officer

1. Job Purpose:

- To welcome all library customers and identify their individual needs, to provide a quality service and to enable customers to make full use of the facilities available.
- To help produce resources and guidance for customers in volunteer supported and technology enabled opening hours.
- To interact with customers throughout their visit and assist them with the use of self-service equipment and other services and systems.
- To provide and help to organise an efficient library and information service in the library where you are working under the direction of the Library Customer Services Manager/Assistant Library Customer Services Manager, ensuring that agreed standards of service are met.
- To be responsible for a library and its operations in the absence of senior staff.
- To deliver library events and activities as directed.
- To respond to information queries from the general public

2. Key accountabilities:

- To promote and deliver events and activities for children, teenagers and adults.
- To respond to day to day enquiries from the partnership library in the relevant locality/partnership libraries as required.
- To deliver a quality library service which is customer-centred and customer- driven at all times.
- To undertake regular periods of duty in direct public service, including undertaking all counter functions, either manually or via promotion of self-service equipment.
- To problem solve and provide information and effective solutions to a range of different enquiries in line with training received, initiating action and referring to senior staff / Customer Service staff as appropriate, within the agreed framework and required timescale.

- To use information resources provided to maintain current awareness of changes to council services, to provide accurate information and high-quality service to customers.
- To ensure efficient and prompt supply of customer reservations.
- To maintain and monitor secure public access to library systems and the internet.
- To produce statistics, management information and reports from library systems.

3. Leadership and Management:

- To contribute to the provision of an appropriate, well-presented choice of stock, including maintaining the shelves in good order, stock maintenance, stock displays and promotions.
- To ensure that items added to stock are correctly identified on the catalogue, creating consistent and accurate records to facilitate customer access and to ensure that stock directly delivered is receipted and invoiced correctly.
- To prioritise and plan own workload and continuously improve on personal performance according to targets agreed through the appraisal process.
- To contribute to the general work of the team by, for example, supervising Saturday and evening staff and collecting performance statistics.
- To support senior staff to recruit and appoint library staff as required.
- To understand the objectives of the Service Team Plan at a local level.
- To participate in training activities and attend courses and other events as appropriate and assist with staff training as required.
- To work within a pressurised team environment and be a committed team player supporting others in a continually changing environment.
- To share good practice with colleagues across the service.
- To act as duty manager when required.
- To support the deployment of volunteers across the library service including supervision and induction where required.

4. Staff responsibilities

- No direct line management but post-holder will supervise Evening and Weekend Assistants and Volunteers on a day-to-day basis.

5. Financial Responsibilities:

- To contribute to the general financial management of the library by, for example, undertaking daily and weekly cash handling and income procedures, banking for countersignature by others.
- To assist with the generation of income for the library service.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements.
- Complete mandatory health and safety training.
- Follow safe systems of work and use devices/guards provided for safety.
- Use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health, and wellbeing.

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Reports to:	Library Customer Services Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
A good standard of education GCSE A-C or equivalent.	Essential	Application
Good standard of numeracy and literacy skills	Essential	Application
Experience & Knowledge		
High level of IT literacy	Essential	Application/Interview
Knowledge of the range of services offered at libraries	Essential	Application
Experience of working successfully in an administrative role	Desirable	Application/Interview
Experience of effective public contact both via telephone and in person	Essential	Application/Interview
Experience of collecting and manipulating data	Desirable	Application/Interview
Experience of data collection, IT and monitoring processes	Desirable	Application/Interview
Knowledge and understanding of current safeguarding best practice and health and safety regulation	Essential	Application/Interview
Skill & Ability		
Ability to support financial, data and administrative systems under direction	Essential	Application/Interview

Ability to carry out clear processes which monitor and measure performance	Desirable	Application/Interview
Ability to communicate effectively with internal and external customers using negotiation skills	Essential	Application/Interview
Experience of handling difficult situations in a calm and sensitive manner	Essential	Application/Interview
Ability to work well alongside colleagues with different roles and experiences	Essential	Application/Interview
Understanding of own role in supporting the operational requirements of a multi-disciplinary service	Essential	Application/Interview
Ability to support the implementation of new administrative systems	Desirable	Application/Interview
Experience of working with volunteers	Desirable	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Agile-I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding.	Desirable	Application/Interview

Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others.	Desirable	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview