

Customer Services Advisor (Library)

Service: Access Trafford
Grade: Band 3
Reporting to: Team Manager
Responsible for: N/A



About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- To deliver high quality customer service at service points and throughout the service in accordance with corporate customer care standards
- To provide information, advice and guidance in a timely and efficient manner

Key duties

- To deliver customer services on a day to day basis within service points, in accordance with agreed policies, procedures and strategies. Provide high levels of customer care via face to face, over the telephone, by e-mail and web access.
- To deliver scripted and non scripted Council and other information services using relevant computer based systems on a day to day basis, update customer records on systems, and where required gather information and evidence for council departments
- To resolve customer enquires by providing detailed advice using a variety of sources within the service point including all library stock and computer based systems as well as liaise with Customer Service Specialists to ensure that customer requirements are met
- To deliver library services which promote the use of reading and books, and will include children's activities, reading groups and clubs, and informal and formal events and activities
- To assist volunteers by providing practical support and creating a welcoming environment
- To assist customers with their learning needs through using computer based systems including use of self service technology, library catalogue, Council related systems and others as appropriate
- To promote the services and products offered to the community which ensures that the service is seen as a first choice of

access for communities and individuals.

- To provide cover for tourist information points and maximise income generation through promotion, sales and charges in accordance with agreed policies
- To carry out a range of support duties which ensures the smooth running of the service points, including cash handling and banking, reporting service issues to relevant managers, stock maintenance, recording and returning statistical and other data as required
- To take involved role in team meetings and one to one meetings to ensure the continual improvement of the service delivered to customers and the working environment
- To be flexible in working arrangements in order to meet the needs of the service. This will involve some evening and weekend work as well as working from different locations within the Council sometimes at short notice
- Any other duties commensurate with the grade which may be from time to time required by management

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council

Constitution and associated guidance.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

About You

Qualifications and Professional Development

- NVQ level 2 in a customer service related field, or willing to attain this qualification once in post

Experience and Knowledge

- One year plus experience of working in customer service environments
- A good understanding of council services and the service provided to customers by Trafford Council
- A keen interest in books, reading and information handling
- Understanding of the role of customer care to the residents of the borough

Skills and abilities

- Ability to provide high levels of customer care to all customers
- Excellent communications skills with the ability to communicate effectively with all customers, including written, verbal and electronic
- Ability to adapt to change in order to provide new services and products to customers
- Ability to operate standard office ICT software applications
- Proven ability to work well under pressure
- Ability to work well as part of a team as well as on own initiative

Special Conditions

- Ability to undertake some manual handling as part of this post
- To work on a rota basis, covering evenings and alternate Saturdays as required as well as working from different locations within the Council to suit the needs of the business sometimes at short notice

Date prepared/revised: September 2019

Prepared/revised by: Simon Davis

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Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.