

## Customer Service Advisor (Library)

## Role Profile

**Service:** Transformation and Resources

**Grade:** Band 3

**Reporting to:** Team Manager

**Responsible for:** N/A



### We Have

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 as the region's economic powerhouse.

We have a diverse culture and history and lead the way in innovative groundbreaking initiatives, all aimed at supporting change, positioning the Council and ensuring it is able to continue providing key services to the most vulnerable. Trafford Council and its partner's in the public, private and third sectors are embarking on a Vision for 2031, which sees us working together to close inequality gaps and maximise Trafford's huge potential and ensure that we have **No one held back, No one left behind**. The principles behind this vision are:

**People - We will help you to help yourself and each other**

**Place - Create places where people want to live, learn, work, invest and relax**



### Our Culture

Trafford Council employs around 2400 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 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 values.

**At Trafford Council we:**

**Engage the people of Trafford**

**Are always Improving**

**Lead the way**

**Act with Integrity**

**Value our People**

**Use Time and Money wisely**

## You Have

## Your Strengths

The 'You have', 'Your strengths' and 'A day in the life' sections of this Role Profile are there to give you an understanding of what skills, knowledge and experience we would like you to bring with you and how you might succeed in your role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

- NVQ level 2 in a customer service related field, or willing to attain this qualification once in post
- 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
- Ability to undertake some manual handling as part of this post
- Ability 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

- 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

## A day in the life

### 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 enquiries 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.

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Prepared/revised by: SD

### **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.

### **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.