

**Job Description & Person Specification**



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| **Post Title** | Libraries and Customer Service Apprentice | | | | |
| **JE Reference** | N/A | **Grade** | Apprentice | **SCP Range** | N/A |

**Reporting line:**

Libraries and Customer Service Team Leader

Apprentice

# **Job Purpose:**

# Under the guidance of the Libraries and Customer Service Team Leader; to develop skills, knowledge and experience in all aspects of Libraries and Customer Services within a Contact Centre and Library environment, working towards an NVQ Level 2 in Business Administration.

# **Relationships:**

**Accountable to:** Libraries and Customer Service Team Leader

**Accountable for:** N/A

**General Contacts:** Colleagues within Libraries and Customer Services, other Council Departments, other agencies and members of the public.

# **Key duties and responsibilities:**

1. To attend college, educational sessions and other Council training development sessions, such as local induction sessions within Neighbourhoods and in line with the apprenticeship post.
2. Provide high quality Library services and customer service to the citizens of the Borough, elected Members, partners and other stakeholders.
3. Respond accurately and competently to all enquiries, and, where necessary, pass service requests to the appropriate back office recipient.
4. To deal with customer calls to the switchboard, and face to face enquiries in Libraries as well as all types of general council and environmental enquiries.
5. To support the service team by taking customer enquiry details in order to offer a call back during busier periods.
6. To take payments for service requests and library transactions and to be responsible for the accuracy of all such transactions handled
7. Meet defined and agreed performance standards for all aspects of the role
8. Maintain accurate records on the appropriate ICT systems
9. Maintain complete confidentiality in respect of calls/enquiries handled, except where it is appropriate to report suspected wrong-doing (e.g. criminal activity or child abuse); to alert the team leader to any such suspicions.

9. To demonstrate a commitment to developing personal skills in accordance with the apprenticeship framework

10. To meet deadlines associated with progression throughout the full apprenticeship period.

11. To complete assignments/projects which relate to the apprenticeship framework meeting target dates.

# **General/Corporate Responsibilities:**

1. To undertake such duties as may be commensurate with the seniority of the post
2. To ensure that the Council’s corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
3. To partake in the Council’s and Directorate’s staff training and development policies as well as the Council’s system of performance appraisal
4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council’s Equality & Diversity Policy.
6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
7. To ensure the highest standards of customer care are met at all times
8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual’s knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

**Last Updated:** May 2018  **Author:** Tanya Clark

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| **POST TITLE** | **GRADE** |
| Library and Customer Service Apprentice | Apprentice |

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| **NOTE TO APPLICANTS**  Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. |

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| **CRITERIA** | NECESSARY REQUIREMENTS | | **\* M.O.A.** |
|  | **Essential** | **Desirable** |  |
| **EXPERIENCE** | * Must be able to demonstrate an interest in public front facing services such as Libraries and Customer Services | * Experience of working in a front facing public service environment. | A, C, I |
| **SKILLS AND ABILITIES** | * Basic literacy and numeracy skills * Ability to use Microsoft Office to produce a variety of documents * Ability to communicate clearly face to face and over the telephone to a variety of people * Ability to input text and figures into a computer system accurately | * General knowledge of office procedures * Basic knowledge of Local Government administration | I, Rjo |
| **EDUCATION/ QUALIFICATIONS/ KNOWLEDGE** | * Commitment to attend appropriate training to attain an appropriate NVQ qualification or equivalent * Commitment to attend any training deemed necessary to carry out a role in Customer Services * Commitment to attend training to attain the appropriate level of Maths and English if these have not already been achieved. | * English Language and Maths GCSE (or equivalent) at grade 4 or higher (Grade C or higher) | A, C |
| **OTHER REQUIREMENTS** | * Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours * Commitment to own continuous personal and professional development * Strong team player, committed to an ethos of continuous improvement | * Willingness to wear a uniform if necessary * Evidence of own continuous personal and professional development | A, I, C |
| **COMMITMENT TO EQUAL OPPORTUNITIES** | * Commitment to equal opportunities and the ability to recognise the needs of different service users | * Evidence of having completed training in equality and diversity awareness | A,I |
| **COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE** | * Commitment to provide a customer-focussed service | * Evidence of surpassing customer expectations or service targets / goals | A,I |

**METHOD OF ASSESSMENT: (\*M.O.A.)**

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE

R = REFERENCE