

Hertfordshire County Council Job Outline



JOB TITLE:	Customer Service Supervisor
GRADE:	H5
REPORTS TO:	Library Manager
TEAM:	Area Library Team
DEPARTMENT:	Libraries and Heritage Services (LHS)

Purpose of the Job

To be responsible for the delivery and promotion of all frontline services in the library, ensuring high standards of customer service are maintained at all times. To actively supervise the team, including staff timetabling, training and development.

To provide customer service support as directed by the Library Manager and to manage the work of the Assistant Customer Service Supervisor(s).

To support the delivery of *Inspiring Libraries*, the 10 year Strategy for Hertfordshire Libraries by ensuring that all staff actively promote the library to customers as:

- a hub for community information and activities
- a place where they can access and benefit from digital technology
- a gateway to reading, information and wellbeing

To contribute to the *Inspiring Libraries* ambition of attracting more visitors through participation in and support of outreach and promotional activities in the community.

Main Areas of Responsibility

1. Managing and leading a team

- Actively manage the frontline customer service staff to ensure that all tasks are completed safely, appropriately and within required timescales in accordance with HCC policies and procedures
- Actively address any individual and team performance issues
- Oversee the recruitment of staff to the team
- Motivate staff to deliver a high quality library and information service to the community, ensuring equality of access for all customers
- Lead by example, ensuring that the communication and delivery of new service initiatives is carried out to achieve positive outcomes
- Contribute to the recruitment and training of volunteers, ensuring they feel valued as part of the wider library team

2. Development of staff

- Oversee the Performance Management and Development Scheme for frontline staff
- Carry out regular reviews and appraisals for staff, ensuring that training needs are identified and development opportunities supported
- Ensure that induction plans and training programmes are delivered to required timescales

3. Frontline service delivery

- Oversee timetabling of staff in all roles to ensure cover both for the delivery of the public service and meeting health & safety requirements for minimum staffing including authorising local staff to work extra hours and organising cover from temporary staff as required.
- Ensure high standards of customer care are maintained at all times
- Monitor the presentation of the library by floorwalking regularly, taking appropriate action to ensure that the library is well presented and tidy at all times
- Support the work of the Library Manager by ensuring that staff are effectively deployed to support service initiatives and community outreach events
- Ensure adequate health, safety and security provision in all areas of the library

4. Area support

- Assist the Area Management Team to manage and deliver specified area(s) of service within delegated budgets.
- Work with other LHS colleagues to achieve the targets across the Area
- Act as Duty Manager in own library and, if required, as the senior on duty for other libraries within the Area.

5. Demonstrate HCC Values and Behaviours

- Carry out duties and responsibilities in a timely and responsive manner, in line with HCC's Values and Behaviours Framework of:
 - Being citizen focused
 - Making sure every penny counts
 - Acting with integrity
 - Getting things right and learning from experience
 - Continuing to innovate
- Ensure staff understand the principles of the HCC Values and Behaviours Framework, providing feedback to staff as part of the PMDS and appraisal process

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

Work Base

Although you will be based at one library, you may be required to travel to other libraries/HCC premises for meetings or to provide service support, for which travel expenses and time may be claimed under HCCs Business Travel and Subsistence Policy.

Timetable

A provisional timetable worked on a weekly rota, including weekends, will be provided. Please note that it will be subject to change to provide adequate staffing during opening hours. A full hour (unpaid) is given for lunch Monday-Friday and 30 minutes (unpaid) on Saturdays. There are also short tea breaks (paid) as appropriate.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Development of Self and Others

As an organisation we want all our staff to fulfil their potential. As an employee we expect you to take responsibility for developing within your role, using your annual Personal Development Plan, by for example, attending training courses and completing e-learning training modules

You will manage and mentor staff on a day to day basis. You will also manage, co-ordinate and deliver the PMDS and appraisal process for frontline staff, working closely with the Assistant Customer Service Supervisor.

You will ensure that training is delivered to staff and volunteers, this may be on an organised basis using induction checklists and standard training packages or on an ad hoc basis, as and when training needs are identified within the team.

Additional Information: Code of Practice on the English language requirements for public sector workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification: Customer Service Supervisor

	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none"> • Experience of or an interest in working with the public 	<ul style="list-style-type: none"> • Experience of working in a library
Skills: Team leadership	<ul style="list-style-type: none"> • Good team worker, with experience of leading and managing a team of staff • Proactive in managing team performance • Able to motivate staff to achieve service aims and objectives 	<ul style="list-style-type: none"> • Experience of recruiting and working with volunteers • Understands the need for volunteers to feel valued as part of the wider library team
Skills: Customer Care	<ul style="list-style-type: none"> • Able to deliver a customer focussed service to a high standard • Able to communicate to staff the customer care standards expected of them • Able to deal positively with difficult and challenging behaviour 	
Skills: Communication	<ul style="list-style-type: none"> • Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English • Able to listen and question effectively • Able to manage difficult conversations positively to achieve satisfactory outcomes • Ensures staff proactively engage with all library customers 	
Skills: Marketing and promotion	<ul style="list-style-type: none"> • Understands the importance of service promotion • Actively encourages staff to act as advocates for the library service 	

	Essential criteria	Desirable criteria
Skills: IT	<ul style="list-style-type: none"> • Competent using Microsoft Office • Knowledge of the Internet and other computer based library information resources • Confident in supporting staff and members of the public in their use of IT 	<ul style="list-style-type: none"> • Knowledge of LHS library app/e-services • Able to use a tablet
Skills: Organisational skills	<ul style="list-style-type: none"> • Organised and methodical • Able to implement and deliver projects and services which achieve set objectives within required timescales • Able to use initiative and problem solving skills to manage conflicting priorities • Able to adapt to changing priorities 	<ul style="list-style-type: none"> • Experience of applying HR, H&S or financial policies and procedures accurately
Knowledge	<ul style="list-style-type: none"> • Awareness of the wide range of materials and resources available in libraries 	<ul style="list-style-type: none"> • Awareness of <i>Inspiring Libraries Strategy</i>
Behaviours	<ul style="list-style-type: none"> • Able to work within Values and Behaviours • Willing to take responsibility for own self-development and the development of staff and volunteers • Able to remain calm when working under pressure • Flexible and positive approach to the workplace • Demonstrates a commitment to making a positive contribution to service development 	<ul style="list-style-type: none"> • Understands the importance of meeting library targets