Supporting Information – Community Services Officer (Libraries)

Purpose of the job

To assist the public to gain maximum benefit from the library service and its facilities, and to deliver high quality customer service. To deliver activities from the Library Service team plan to meet agreed targets.

Key tasks

- To encourage and assist the public and communities to gain maximum benefit from the library building, resources and facilities, enabling them to utilise equipment and resources for themselves wherever possible, both with and without staff present. This will include helping customers find specific titles and reserving them and signing up new members

- To respond to requests, enquiries or complaints which are made either face to face, by email, in writing or by telephone, referring to senior staff where appropriate. This will include signposting customers to websites for information or to other organisations or council departments.

- To work with Library managers, community groups and organisations, and partners to deliver and promote services and activities that meet local priorities and service plans.

- To assist in the processing, organisation and active promotion of stock and services, including the unpacking and sorting of items using our library computer system

- To handle cash and other receipts and assist with recording, balancing and banking as required or directed.

- To assist in the training and supervision of newly appointed Customer Service Officers, student placements and volunteers.

- To provide support to the public in their use of IT resources and systems, including Council services and information online.

- To take charge of the service point in the absence of senior staff, as appropriate, including liaising with contractors arriving on site for compliance, maintenance and repair visits.

- To prepare and deliver storytime and rhymetime sessions for young children and encourage children to join in reading activities such as the Summer Reading Challenge

The role is subject to a standard Disclosure and Barring Service check; full training will be given through face-to-face courses, eLearning, shadowing and on the job support.

We believe that the best candidate will be able to demonstrate:

- A basic understanding of the role of the library service

- Experience of working with the public in a busy and demanding environment

- Good customer service skills when engaging with all members of the community

- Ability to enthuse people about books, reading and libraries using communication skills tailored to the audience, including children and those facing barriers due to age, disability, language or social exclusion

- Use of effective communication and negotiation skills to resolve issues, especially when working under pressure

- Ability to shelve and retrieve stock and information that is stored alphabetically, numerically and alphanumerically

- Flexibility to work in a variety of locations and in different libraries, as the service requires

- A willingness to learn new applications and technology as appropriate and assist customers and others in their use

- Ability to assess the needs of the customer, and provide information in accurate spoken English, conveyed in a manner appropriate to the recipient

Tips on applying for jobs with North Somerset Library Service

- All our jobs are advertised on www.jobsgopublic.co.uk, or through www.n-somerset.gov.uk/jobs . There is a lot of information here that you should read before applying - What Happens next? , Information for Applicants, Application Guidance Notes and How to Apply.
- You will need an email address so that you can be notified if you are successful in being shortlisted for interview, or to be notified if you are unsuccessful.
- You do not have to complete the application form in one go -you can save it and go back to it
- Carefully read the details in the Knowledge, Skills and Experience and also Competencies sections of the Job Family, along with this this supporting information -you need to show, with actual examples, how you fulfil these criteria. For example, it is not enough to state, 'I am a good team player'- you need to give an example which shows you are a cooperative team player.
- You can ask for general feedback at any stage of the process-if your application has been unsuccessful this may help you with future applications