

## Job Title: Senior Library Customer Advisor

**Department:** Communities, Environment & Resident Services

**Service:** Culture and Libraries

**Grade:** D

**Post reference number:**

### 1 Job purpose

The Senior Library Customer Advisor plays a vital role in creating a welcoming, inclusive and engaging environment for all library users. The position involves delivering exceptional customer service, ensuring a positive experience for all visitors.

Collaborating with a team of Library Customer Advisors, the postholder will encourage greater engagement with library services by offering guidance and support, ensuring the needs of the community remain central to the library experience.

Additionally, the postholder will assist and deliver activities that promote literacy, wellbeing, and educational aspirations, working with colleagues, volunteers, and partners to create a vibrant and inclusive library space.

The postholder will represent the Customer Service Manager when not on site and be responsible for day-to-day supervision of Library Customer Advisors, ensuring all tasks are completed efficiently and on time.

### 2 Principal duties and responsibilities

1. Actively provide a welcoming, friendly and accessible library service, encouraging use of library services and resources to all customers and promoting a team culture of excellent customer service.
2. Respond to a range of enquiries, in person, by phone, or through other platforms. Manage and process bookings for library meeting rooms and signpost to internal and external services, including online resources.
3. Actively promote and guide customers in use of library digital resources including self-serve technology, online services and public use computers.
4. Use the library management system to issue, return and renew library books and materials, collect fees and charges, join new members and deal with related customer enquiries.
5. Promote and raise awareness of library services to current and potential members either in-person, within the community and on online platforms. Collect and log customer satisfaction and feedback to inform service improvements.

6. Support, facilitate and promote services, events and activities on behalf of internal & external agreed partnerships
7. Support and motivate colleagues to create a positive work environment. Lead the team to achieve and maintain a high standard of presentation for library stock and resources including shelving, tidying and weeding in accordance with guideline. Ensure tasks are completed efficiently and customer service standards are met.
8. Coordinate with the Customer Service Manager and internal partners to maintain presentation standards in the library's internal and external environments, including the general tidiness of the library environment.
9. Co-ordinate and lead library activities for children and adults, including Tots Times, craft activities, knit & natter, class visits, ensuring high-quality event delivery by staff and volunteers. Engage, support and promote volunteer and partnership led library activities.
10. Process and handle payments in accordance with financial regulations, including banking of library income.
11. Offer arm's length support to customers with the completion of online and paper-based forms.
12. Manage customer behaviour in the library, including addressing anti-social behaviour, following agreed procedures, to ensure a positive experience for all library users. Report and log incidents to the Customer Service Manager.
13. Open, close and secure the library site as required. Report IT and building issues and conduct regular health and safety checks including legionella, fire and asbestos. Evacuate library buildings in emergency situations in accordance with procedures.
14. Collaborate with Senior Library Customer Advisors across the library network to ensure consistent service quality.
15. Communicate effectively with the Customer Service Manager, supporting training and performance improvements for staff and volunteers.
16. Provide ongoing support to volunteers overseeing library operations during designated days and times when frontline staff are unavailable. Ensuring volunteers have the necessary resources and guidance to maintain smooth and effective library services in the absence of staff.
17. Ensure accurate and timely recording of performance data. Fault logs are recorded and actioned. Adhere to corporate systems and procedures, including Health & Safety and Violence and Accident reporting.

**3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality Diversity and Inclusion Policy and health and safety standards and to participate in training activities necessary to their post.**

**4 The post holder may be required to wear a uniform and will present a professional image of Nottingham City Council at all times whilst on duty.**

**5 The post holder will be employed by the Nottingham City Libraries and may be asked to work at any library in Nottingham City including a change of base library with notice.**

**6 All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy, and Code of Conduct, in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**7 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**8 Numbers and grades of any staff supervised by the post holder: up to 3 Grade C staff supervised but not line managed.**

**9 Post holder's immediate supervisor: Customer Service Manager**

**Prepared by/author:** Sandra Edis

**Date:** January 2025

**Job title:** Communities Team Leader

# Person Specification



**Nottingham  
City Council**

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| Areas of responsibility                            | Requirements   | Measurement |   |   |   |   |
|--|--|-------------|---|---|---|---|
|  |  | P           | A | T | I | D |
| <b>Commitment and Ethos of the library service</b> | Awareness of and commitment to delivering an outstanding public library service to Nottingham citizens.  |             | ✓ |   | ✓ |   |
|  | Awareness of the role libraries play in supporting the City's Strategic Council Plan.  |             | ✓ |   | ✓ |   |
|  | Understanding of the significant role that libraries play in improving the lives of citizens of all ages across Nottingham.                        |             | ✓ |   | ✓ |   |
| <b>Technical skills</b>                            | Ability to assist customers with the use of technology and digital skills.   |             | ✓ | ✓ | ✓ |   |
|  | Experience of using computers, internet and social media.  |             | ✓ |   |   |   |
|  | Ability to handle cash accurately and comply to Financial Regulations of the Council.  |             | ✓ |   |   |   |
|  | Ability to arrange stock and file alphabetically and numerically.  |             | ✓ | ✓ |   |   |
|  | Ability to troubleshoot basic IT problems.   |             | ✓ | ✓ |   |   |
|  | Ability and willingness to guide customers with arms-length form filling.  |             | ✓ |   | ✓ |   |
| <b>Interpersonal skills</b>                        | Confidently promote, deliver and support a programme of library activities and events, ensuring they are accessible and engaging for the community |             | ✓ |   | ✓ |   |
|  | Ability to build effective relationships with colleagues and service users.  |             |   |   | ✓ |   |
|  | Clearly and confidently convey the Council and library's services, programs, and values to the public.   |             | ✓ |   | ✓ |   |
|  | Work cooperatively with other Council  |             | ✓ |   | ✓ |   |

|  |  |  |   |  |   |  |
|--|--|--|---|--|---|--|
|  | services, responding professionally and efficiently to a variety of enquiries.   |  |   |  |   |  |
|  | Ability to be resilient, diplomatic and calm under pressure.   |  | ✓ |  | ✓ |  |
|  | Manage and diffuse difficult situations, such as disruptive customer behaviour, using tact, patience, and strong interpersonal skills.           |  |   |  | ✓ |  |
|  | Ability to lead and motivate colleagues, role model best practice and supervise Library Customer Advisors and volunteers working in the library. |  |   |  | ✓ |  |
| <b>Work to promote mutual respect and good relations</b> | Ability and enthusiasm to work with diverse communities, engaging with adults and children from all ages, abilities and cultures.                |  |   |  | ✓ |  |
|  | Demonstrate a positive, constructive and fair attitude to both customers, colleagues and volunteers.   |  | ✓ |  | ✓ |  |
|  | Knowledge of the diverse needs of audiences with an awareness of the barriers that impact equality of access.                                    |  | ✓ |  | ✓ |  |
| <b>Work Related Circumstances</b>                        | Capable of working without direct supervision and taking responsibility for the library in the absence of senior staff.                          |  | ✓ |  | ✓ |  |
|  | Willingness to travel and work anywhere in the library network, including providing emergency cover as required.                                 |  | ✓ |  |   |  |
|  | Capable of performing physical tasks such as shelving books, lifting and carrying boxes of library materials, and operating library equipment.   |  | ✓ |  |   |  |
|  | Willing to comply with corporate and service priorities, ensuring the library building meets agreed service standards.                           |  |   |  | ✓ |  |
|  | Willing and able to work flexibly outside of standard office hours, including evenings and weekends.   |  | ✓ |  | ✓ |  |

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

**Prepared by/author: Sandra Edis**

**Date: January 2025**