Job description

Job title: Customer Advisor – Libraries (Level 2)
Grade: Dorset Council Grade 6
Job evaluation reference: IC724
Job family: Information and Culture

Purpose and impact

The role exists to inspire, connect, and enable communities by enriching lives through universal access to information, knowledge, learning, and literacy. It plays a vital part in ensuring that the library service meets the diverse needs of the community by offering an inclusive and engaging environment. Through the provision of high-quality resources, personalised support, and innovative services, this role contributes to education, digital inclusion, wellbeing, and social connectivity.

Key responsibilities

1. Facilitate the delivery of a high standard of customer experience by ensuring the effective provision of library services.
2. Support access to an extensive range of books, physical and digital resources, enabling lifelong learning and engagement.
3. Engage with customers to personalise their experience, offering guidance and support tailored to their needs.
4. Promote library services and wider Dorset Council initiatives to enhance public awareness and engagement.
5. Assist customers with reading choices, research, and general enquiries, connecting them to relevant services, organisations, and volunteers.
6. Act as a digital enabler by supporting customers with self-service terminals, public access computers, and mobile devices.
7. Plan and deliver creative, multi-generational activities and events that support education, innovation, health, and wellbeing.
8. Provide trusted, safe, and accessible spaces where communities can connect, learn, and share information.
9. Deliver a high-quality, comprehensive front-line service, ensuring the library remains a welcoming and inclusive space.
10. Adhere to Dorset Council policies, procedures, and data recording requirements to maintain compliance and service efficiency.

Operational Duties

11. Responsible for the opening and closing of the library building, ensuring security and safety protocols are followed.
12. Maintain compliance with Dorset Council's health, safety, and welfare policies to provide a safe environment for all visitors and staff.



13. Foster a culture of excellent customer service, ensuring the library remains an inviting space for learning and recreation.
14. Adapt to the evolving needs of library users by embracing flexible working patterns, demonstrating resilience during peak times and service disruptions.
15. Develop and deliver educational, cultural, and outreach programmes for diverse community groups, ensuring inclusivity.
16. Organise and maintain stock in alignment with collection development policies, ensuring easy access for users.
17. Contribute to the marketing and promotion of library services to enhance community engagement.
18. Handle cash and process customer payments in accordance with financial procedures.
19. Manage the distribution and stock levels of waste collection bins and bags.
20. Issue and manage stock levels of RADAR keys for accessible facilities.
21. Process and scan internal post and documents for distribution to other departments.
22. Validate and process proof-of-life requests.
23. Manage room bookings and provide visitor meet-and-greet services.
24. Provide public access to the Electoral Register in line with legal requirements.
25. Handle customer complaints effectively, ensuring appropriate resolution or escalation.
26. Assist in training and inducting new team members, actively participating in team meetings and service development initiatives.
27. Stay informed about changes in legislation, policies, and best practices relevant to library services.
28. Maintain up-to-date knowledge of Dorset Council services to provide accurate information to customers.
29. Contribute to projects supporting the delivery of the Dorset Council Plan and Library Service Strategy.
30. Take responsibility for continuous professional development, keeping skills and knowledge current.
31. Maintain resilience and professionalism when supporting vulnerable customers in emotionally challenging situations.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Team Leader – Libraries

Other factors

32. This position will work flexibility across a range of sites as well as undertaking outreach activities. Therefore, the position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in



positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

33. The role sits outside the council's flexible working arrangements as postholder will be scheduled to work shift patterns based on the needs of our customer and the business. There is also a requirement to work late evening as well as weekends.
34. The postholder will be required to undertake lone working a large percentage of the time which also involves key holder responsibilities.
35. Whilst in a lone working location the postholder will be responsible for the building and all equipment on site, library stock and cash on the premises.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment, interview and references (as specified below). We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	**Assessed through:**
1. Educated to GCSE standards including English and Mathematics or equivalent	Application form
2. NVQ Level 2 qualification or relevant experience in similar area of work	Application form
Experience	
3. Providing a comprehensive service to customers in a face-to-face environment	Application form
4. Delivering great customer experience	Application form
5. Use of IT systems including Microsoft Office, e-mail and Internet	Application form
6. Working as part of a team	Application form
7. Delivering events and activities to groups of people of all ages	Application form
Knowledge, skills and abilities	
8. Understanding of working with children and young people	Interview Assessment
9. Communicate with people of all ages – written, verbal and listening	Interview Assessment
10. Establish positive rapport with customers and colleagues	Interview Assessment
11. Research, organise and prioritise effectively	Interview Assessment
12. Work within established procedures to meet deadlines / standards	Interview Assessment
13. Respond flexibly to changing needs of the service and customers	Interview Assessment
14. Presentation skills to deliver events and activities	Interview Assessment
15. An open, facilitative, and welcoming manner	Interview Assessment
16. Resilience under pressure	Interview Assessment
17. Awareness of community resources to provide a service to customers	Interview Assessment
18. Requirement for confidentiality and discretion	Interview Assessment
19. Good listening skills	Interview Assessment
20. Use of initiative	Interview Assessment



21. Understanding of and commitment to the Council's equality, diversity and inclusion policies and procedures	Interview Assessment
Our values	
22. Respect	Interview Assessment
23. Together	Interview Assessment
24. Accountability	Interview Assessment
25. Openness	Interview Assessment
26. Curiosity	Interview Assessment
Other	
27. Able to be flexible with an adaptable approach to work and conflicting demands and deadlines	Application form
28. Able to undertake training as required	Application form

Approval

Manager's job title:
Date: February 2025

