

**JOB TITLE:** Assistant Customer Service Supervisor  
**GRADE:** H4  
**REPORTS TO:** Library Manager  
**TEAM:** Area Library Team  
**DEPARTMENT:** Libraries and Heritage Services (LHS)

### **Purpose of the Job**

To support the Customer Service Supervisor and/or Library Manager in actively supervising the team, including staff timetabling, training and development. To assist with the delivery and promotion of all frontline services in the library.

To provide service and administrative support as directed by members of the Area Management Team.

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. Frontline Service Delivery**

- Supervise the delivery of all aspects of the day to day frontline service at the library as directed by the Customer Service Supervisor or Library Manager, ensuring that LHS and HCC Equalities policies are applied at all times.
- Support the timetable process, ensuring that staff are deployed appropriately, and that all service points within the library have appropriate numbers of staff on duty to deliver an effective service to library customers.
- Carry out public service duties including responding to information enquiries from the public and local businesses at the enquiry desk as required.
- On occasions, act as Duty Manager with recourse to more senior managers within the Area

#### **2. Staff Supervision and training**

- Support the Customer Service Supervisor and/or Library Manager to actively address any individual or team performance issues, as required. Maintain records of staff absence, induction and training.
- Provide effective appraisals, reviews and supervision for the Frontline and Customer Service Assistants as part of the Performance Management Development Scheme, as directed by the Customer Service Supervisor or Library Manager.

- Support the co-ordination and delivery of staff training for front line staff in essential job skills, customer care, health and safety, risk assessments and equality issues.

### **3. Administrative duties**

- Compile, maintain and ensure return to deadline of accurate statistics and information requested, eg. Visitor figures, Bookstart and event statistics. Maintain accurate financial records, including banking to deadlines.
- Take responsibility for property matters, reporting building issues to the Property Hotline as appropriate, to ensure there is no or minimal disruption to the service.
- Support the Library Manager and/or Customer Service Supervisor by ensuring adequate health, safety and security provision in libraries; maintain a safe environment for customers and staff by reporting building issues or faulty equipment.

### **4. 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 work on a timetabled basis at another library, 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 supervise and mentor staff on a day to day basis, supporting the Customer Service Supervisor and/or Library Manager with the delivery of the library service. You will also support the Customer Service Supervisor and/or Library Manager with the PMDS process.

You will deliver training 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: Assistant Customer Service Supervisor**

	<b>Essential criteria</b>	<b>Desirable criteria</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of or an interest in working with the public</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a library</li> </ul>
<b>Skills: Team work</b>	<ul style="list-style-type: none"> <li>• Good team worker, with the ability to lead and motivate a small team of staff</li> <li>• Proactive in dealing consistently and fairly with staffing matters at an appropriate level</li> <li>• Demonstrates a desire to work collaboratively with colleagues to achieve service aims and objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of staff management/supervision</li> <li>• Experience of working with volunteers</li> <li>• Understands the need for volunteers to feel valued as part of the wider library team</li> </ul>
<b>Skills: Customer Care</b>	<ul style="list-style-type: none"> <li>• Understands and can apply the principles of good customer care</li> <li>• Able to deal positively with difficult and challenging behaviour</li> </ul>	
<b>Skills: Communication</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English</li> <li>• Able to listen and question library customers to respond accurately and professionally to their enquiries</li> <li>• Ensures staff proactively engage with all library customers</li> </ul>	
<b>Skills: Marketing and promotion</b>	<ul style="list-style-type: none"> <li>• Able to identify and promote appropriate services for individual customers depending on their needs</li> <li>• Able to act as an advocate for the library service</li> </ul>	
<b>Skills: Filing</b>	<ul style="list-style-type: none"> <li>• Able to file alphabetically and numerically, quickly and accurately</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the Dewey Decimal non-fiction classification scheme</li> </ul>

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