

JOB OUTLINE	
JOB TITLE: Senior Customer Services Assistant	JET CODE: 6406
DIVISION: Communities and Partnerships	
SERVICE/BUSINESS UNIT: Customer Services	
REPORTING TO: Library and Customer Services Officer	
RESPONSIBLE FOR: N/A	
JOB PURPOSE: Delivery of front-line customer and library services. To respond to customer enquiries regarding a wide range of Council services predominantly through face-to-face contact, but also via telephone and email, in compliance with Council policies and procedures. Work flexibly across a number of locations as required.	
MAIN DUTIES: Deliver frontline customer service and library duties to members of public, internal Council departments and other partners in compliance with council policies and procedures. Ensure appropriate action is taken for all customers by prioritising and referring matters promptly to the relevant Council department where appropriate. Process all enquiries efficiently and accurately predominantly via face to face, but also via telephone and email using a wide range of computer systems, including internet, and other information databases to provide, maintain and monitor information, advice and support for customers. Assist in the day-to-day operation of the library/local area office including administration, reporting defects, faults, issues etc. Engage with new and existing customers in the promotion of library services in person and via social media platforms where applicable. Assist in the delivery of services from the network of libraries and local area offices by providing cover as and when directed. Delivery of library activities and events in conjunction with Library and Customer Services Officer including, but not limited to, craft sessions, story times, class visits, author visits, Bookbug sessions, writing groups, code clubs. Process National Entitlement Card applications using the online Card Management System.	

Assist with online Blue Badge applications and council services available over the Customer Platform.

Assist with customer interviews, completing applications and forms where necessary, giving appropriate advice and support to enable customers to access Council services including but not limited to – Housing, Benefits, Council Tax, Social Work, Homeless, Transportation (National Entitlement Card and Blue Badge applications). Referring customers to the most appropriate officer or department as required.

Promote and provide assistance to members of the public on how to access library self-service kiosks, e-resources, the library catalogue and App, online council services and any other relevant online service such as DWP.

Provide digital assistance to customers in the use of the public computers and their own personal digital devices e.g. setting up email accounts, searching for information.

Ensure all information systems both electronic and manual are kept up to date.

Provide general administrative support that relates to the smooth running of the library service including creating and preparing displays and exhibitions, stock editing and exchanges, maintaining and repairing stock, maintaining general tidiness, photocopying, printing, ordering stationery, collecting data (e.g. visitor count stats), shelving etc.

Process and manage payment transactions, dealing with any related banking enquiries and administration. Assist in investigating banking discrepancies, maintaining records in accordance with Council policy and procedure.

Provide administrative support, advice and guidance relating to the provision of Council Tax, Financial Inclusion & Support and in issuing Social related financial funds i.e., Scottish Welfare Fund, Social Work Section Payments, as well as Petty Cash.

Assist the Library and Customer Services Officer by: -

- Supporting relationships with community partners including visiting nurseries/schools and attending local events to promote services.
- Supporting and contributing to staff induction, training, coaching and ongoing mentoring of by allowing colleagues to shadow and observe tasks undertaken.
- Support school placements, volunteers and apprenticeships.
- Contributing to the development of the service in line with changing demands, targets, and feedback in ensuring the adoption of new or revised procedures and in providing feedback.

Manage conflicting priorities, and challenging behaviour situations with the support of the Library and Customer Services Officer, where required, and the promotion of a positive and flexible attitude, following appropriate guidelines and recording incidents as per Council policy. Liaise with Safer Communities, NHS, Police Scotland, and Scottish Fire & Rescue Service, as appropriate.

Ensure the accurate recording of any management statistical information which supports the monitoring of service delivery and informs improvements in service.

Act as first point of contact, where appropriate, to customers wishing to enquire/book accommodation within Libraries and Area Offices.

Carry out administrative tasks in relation to room bookings, including internal council meetings and community use accommodation which come under the remit of Libraries and Area Offices.

Ensure that sensitive and personal information is handled according to appropriate policies and confidentiality guidelines.

To contribute to the work of the Customer Services Team and to support other members of that team, as and when required.

To promote equality and diversity in employment and in access to services.

To consider climate change and sustainability in all services provided.

Promote a positive image of East Lothian Council and the Customer Services and Libraries team by providing excellent customer services.

Promote the Council's vision and values and a corporate culture that is positive, customer focused and supports employee engagement to the highest standards.

Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to Higher level, NC or SVQ Level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- This role requires **PVG clearance** for regulated work with children and/or protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None

TEAM OBJECTIVES:

Promote a positive image of customer and library services by providing excellent Customer Care at first point of contact.

ORGANISATIONAL STRUCTURE:

Library and
Customer
Services Officer

Senior Customer
Services Assistant

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Educated to Higher level, NC or SVQ Level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. This role requires PVG clearance for regulated work with children and protected adults. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be required prior to commencement.	A current driving licence and/or use of a vehicle to travel between locations
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer service and/or library environment	Experience of working in a customer service environment within a local authority. Experience of dealing with challenging behaviour. Experience of handling cash and reconciliation. Experience of delivering "Bookbug" sessions. Experience in coaching/mentoring.
Knowledge/ Skills /Competencies	Sound understanding of customer services and best practice. Understanding of the diverse needs of customers. Awareness of equalities and diversity.	

	Effective verbal and written communication skills. Effective organisational and time management skills. Ability to investigate and resolve problems. Digital skills, including the use of Microsoft 365 applications and systems database navigation. Ability to work with and explain detailed legislative information.	
Personal Qualities	Ability to use own initiative. Ability to multi-task. Ability to investigate and resolve problems. Ability to prioritise work under pressure to meet deadlines. Ability to manage effective relationships with tact and diplomacy. Ability to deal sensitively with individual clients, including the need to maintain confidentiality. Flexible in relation to travelling between work locations.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	