Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann
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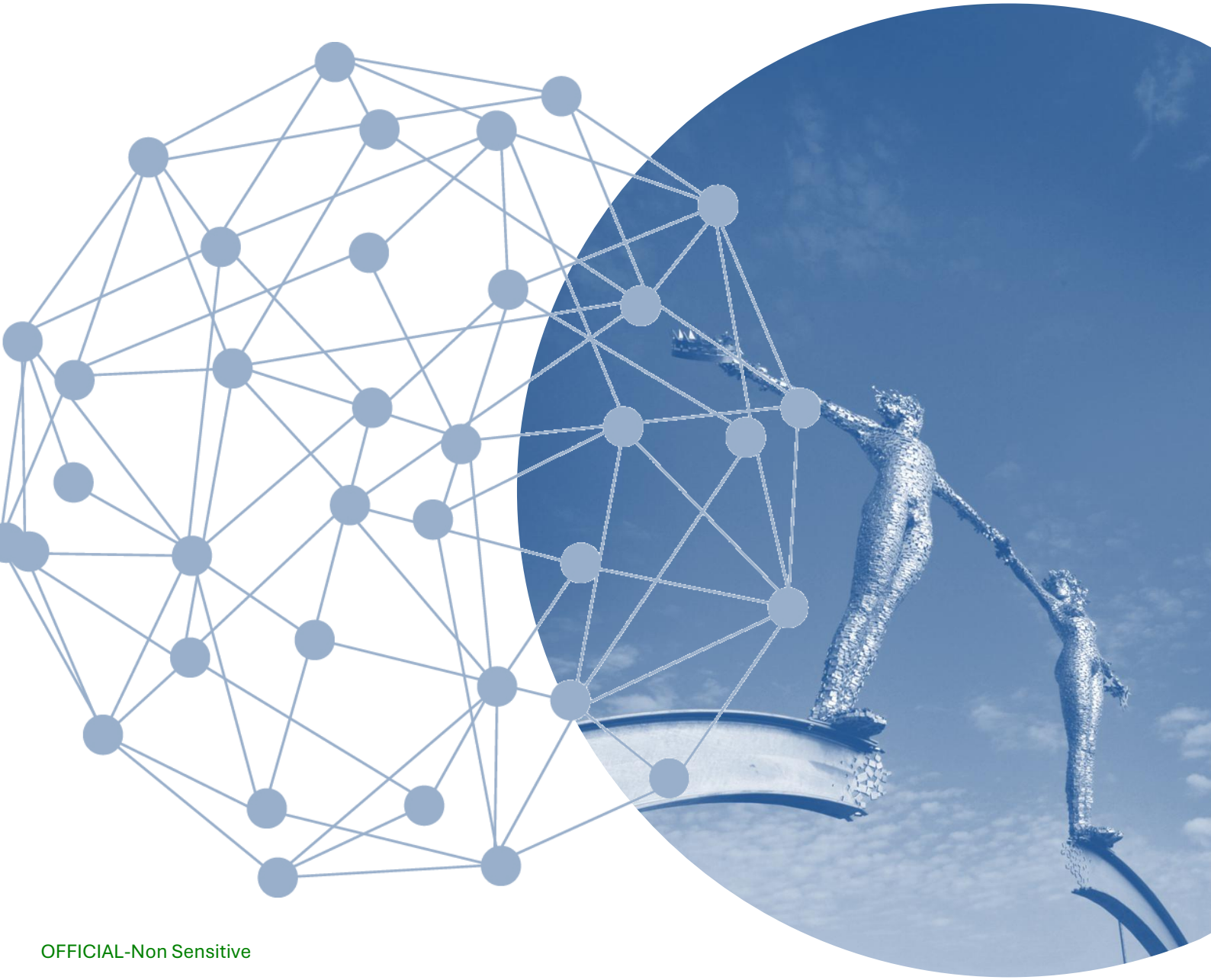
Customer Service Adviser (Libraries) (Internal Only) £26,791.02 – £29,327.77



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Recruitment Process and Key Dates

Apply online at www.myjobscotland.gov.uk. Applications should be submitted online using the forms provided through the myjobscotland portal.

CVs will not be considered.

All applications must be received by 11.59pm on the closing date. Late applications will not be considered.

Your application form should contain sufficient information and evidence to demonstrate that you have the skills and experience required for the post.

KEY DATES

We would ask that you note the dates of the recruitment timetable and ensure you are available to meet the scheduled arrangements.

- Closing date: 26/11/2026
- Proposed interview date: 04/12/2026

You will be notified by email at each stage of the process. Please ensure that you check your junk/spam as sometime emails from my job Scotland go into there.

We will advise all candidates of the outcome of the recruitment process as soon as possible.

If you are the successful candidate:

(a) You will be asked to submit a completed pre placement health questionnaire so that the necessary medical clearance can be obtained prior to commencement of employment.

(b) We require **two** references. Your reference will be written to after interview. One must be from your current or most recent employer who may be contacted and can comment on your experience and competence for this post. Please state their position in the company / organisation. It would be helpful if you could advise your referees of these arrangements. Please ensure that the email address is correct for them on the application form before submitting as we contact all references by email, as this may delay the manager confirming a start date with you.

(c) You may, depending on the type of post, be required to undergo a PVG/Disclosure check prior to a formal offer of employment being made by Clackmannanshire Council. This is now an online form, which you will be emailed a link and you only have 7 days to complete.

If successful, detailed statements of particulars will be provided to you via email once all satisfactory pre-employments have been received.

Job Profile

This job profile sets out the principal responsibilities of the post at the time it was compiled. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

Section A	**Grading Section**
Post Title: **Customer Service Adviser (Libraries)** Initial Location: Speirs Centre (Community support role moving forwards) Reports to post (Title): Librarian Service: Library Services, Education, Wellbeing Date last updated:24/03/2026 Date if superseded:	Eval Ref: A4504 Post Number: R16a Grade:4

Section B

ORGANISATIONAL RELATIONSHIP AND EMPLOYEE RESPONSIBILITY

This section describes the reporting relationships of the job within the immediate organisation and if appropriate has detail of the organisation a tier above and below the job. This also describes and responsibility for employees (if any).

Senior Manager, Education
|
Team Leader – Sport, Leisure & Libraries
|
Librarian
|
Customer Service Adviser (Libraries)

Section C

PRINCIPAL PURPOSE AND OBJECTIVES

This section lists the main (headline) responsibilities/accountabilities of the job.

The Customer Services Advisor – Libraries, plays a key role in keeping the library running smoothly and providing a welcoming experience for users. In addition, they provide the local community with advice and information on Council Services and deal efficiently and courteously with customer enquiries.

Section D

MAIN DUTIES AND RESPONSIBILITIES

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. (Note these are illustrative and are not exhaustive).

Library specific tasks

- Undertake all transactions regarding daily customer library procedures.
- Assist customers with access and enquiries regarding public PCs and Wi-Fi facilities.
- Using various database systems, accurately maintain and update records of enquiries and assist with the provision of performance related statistical returns. (i.e. KOHA, Netloan)
- Accept and process payments for Library Services (i.e. photocopying/printing)
- Maintain a high standard of cleanliness in all areas of the library and carry out and record Daily, Weekly and Monthly checklists, as required. This will involve wiping down of the staff workspace and keeping this working area clean and tidy, also keeping public library spaces clean of spills and litter etc. that may occur during the working day and out with the established cleaning rota the building.
- Assist with stock management processes, including ordering and processing of new titles, stock circulation to and from service locations, Housebound users and Sheltered Housing establishments
- Provide admin support to the service if required
- Support the development and delivery of library events and activities.
- Set out and clear away equipment and furniture.
- Ensure the safety of customers through encouraging safe recreation / activity

Wider Customer Service tasks

- Deal courteously and responsively with enquiries or requests from service users for assistance on any question s/he may raise. Enquiries may be by telephone, face to face, in writing, via email, the website or social media channels.
- Process enquiries/complaints efficiently and accurately using a range of PC based systems used to support the service including email, internet, telephone Automatic Call Distribution, voicemail, and such other information databases as may be required, to provide, maintain and monitor information, advice and support for customers.
- Effectively and thoroughly process enquiries, service requests and complaints received and where appropriate follow up with service.
- Maintain appropriate levels of contact with service users ensuring they are kept informed of the progress of any complaint or enquiry.

- Assist customers and where necessary advocate on their behalf to resolve difficulties e.g. by assisting in form filling, referral and progression of customers complaints and enquiries.
- Where appropriate arrange appointments for customers to meet with central Services.
- Liaise with Services so that enquiries can be handled efficiently and effectively.
- Develop and maintain a network of contacts throughout the Council Services and with external agencies.
- Keep up to date with organisational changes within the Council in order to provide accurate information for all customers.
- Provide a quality and customer focused service.
- Operate professionally both as an individual and as a team member for the benefit of the customer at all times, regularly contributing ideas, suggestions and feedback to managers, thus providing a valuable contribution to the effectiveness and continued success of the service.

- Undertake other related duties as required.

KNOWLEDGE, SKILLS AND EXPERIENCE

This section details the knowledge and skills including any qualification, specific training or experience required.

Essential:

Criteria	**Means of Assessment** **e.g. Application, Interview, Reference, Certificate**
1. Minimum National 4 passes English and 1 other subject	Application. Certificate
2. Experience of Customer focused frontline services	Application
3. Able to deal with complex information, enquires and complaints	Application. Interview
4. Good organisational skills, able to prioritise workload	Application. Interview
5. Excellent communication skills. (verbal & written)	Application. Interview
6. Ability to work effectively as part of a team, co-operating with and supporting colleagues	Interview
7. Ability to remain calm and positive when under pressure	Interview
8. Ability to deal with service users who may be disadvantaged, abusive or otherwise demanding	Interview

9. Ability to use initiative, analyse and develop solutions to problems	Interview
10. Excellent keyboard skills, able to interrogate databases and systems	Application. Interview
11. Demonstrates a commitment to and understanding of the principles of customer care	Interview
12. Friendly, helpful disposition, highly customer focused	Interview

Desirable:

Criteria	**Means of Assessment** **e.g. Application, Interview, Reference, Certificate**
1. First Aid Certificate	Application. Certificate
2. Driving Licence	Application
3. Access to private vehicle	Application
4. Prior experience working in a library setting	Application, Interview
5. Bookbugs Leader qualification	Application, Interview

Section F

WORKING ENVIRONMENT AND PHYSICAL REQUIREMENTS

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions and any specific physical effort.

The post holder will be working indoors.

Minimal physical effort will be required when undertaking certain Library tasks.

Manual handing training should be completed.

Section G

PHYSICAL CO-ORDINATION

This section details the predominant demand for physical skills and co-ordination required to undertake this job. For example: operation of hand tools, keyboard skills, driving and other equipment.

The post holder will require keyboard skills to navigate through job specific databases.

Section H

MENTAL SKILLS

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

The post holder will be required to prioritise their own workload and complete tasks accurately and on time, monitoring and reviewing if necessary.

Section I
CONCENTRATION
This section details the work-related pressures which may make concentration more difficult and the responsiveness required of the job holder. For example: Service-related deadlines, internal/external deadlines, conflicting demands.

The post holder will be expected to be focused at all times, take action to deal with conflicting demands and priorities whilst maintaining efficiency.

Section J
COMMUNICATIONS SKILLS AND DEALING WITH RELATIONSHIPS
This section notes examples of the individuals or organisations with whom the post holder will come into regular contact and explains the nature of the communication and level of skill required by the post holder. E.g. dealing with complaints, clients etc.

Internal staff – Colleagues within Clackmannanshire Council

External – Customers, potential customers, external contractors and suppliers

Section K
PHYSICAL ASSETS, DATA AND FINANCIAL RESOURCES
This sections details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data** e.g. computers, record keeping **financial** the direct/indirect responsibilities for financial resources, from handing cash and cheques, through processing invoices and other financial transactions, to accounting for financial resources and budgetary activities.

The post holder is responsible for advising their line manager of the need to replenish any stock within their area and reporting any damage to equipment.

They will be responsible for taking and recording payments via various methods, as well as following all procedures.

Section L
INITIATIVE AND INDEPENDENCE
This section details the problems which the post holder must deal with in the course of normal working, the decisions which the jobholder is able to take, and the extent to which advice and guidance is available (Note, these are illustrative and are not exhaustive).

The post holder will be required to operate autonomously, often without supervision; They will be expected to take decisions based on knowledge, experience and what they are presented with on a day-to-day basis. They will be expected to make judgement and decisions to ensure a safe working environment. Advice and guidance are available as and when required.

Section M
EQUAL OPPORTUNITIES

Staff are expected to promote equality of opportunity.

As a member of staff, you will be expected to uphold and promote the Council's policy commitments to equality and diversity and its legal obligations under the Equality Act as well as ensuring the fair, equitable and non-discriminatory treatment of service users, colleagues and partners.

Section N
HEALTH AND SAFETY

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to take care of their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and current and appropriate codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and must comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Section 0
CLIMATE CHANGE

The Council agrees that climate change is one of the most serious challenges facing its communities and across the world and understands that meaningful action at international, national and local level is required in order to safeguard our planet for future generations. As a member of staff, you are asked to uphold and promote the Council's net zero targets and its statutory requirements to reduce greenhouse gas emissions as part of the Public Bodies Climate Change Duty reporting process.