Clackmannanshire Council | Comhairle Siorrachd Chlach Mhanann

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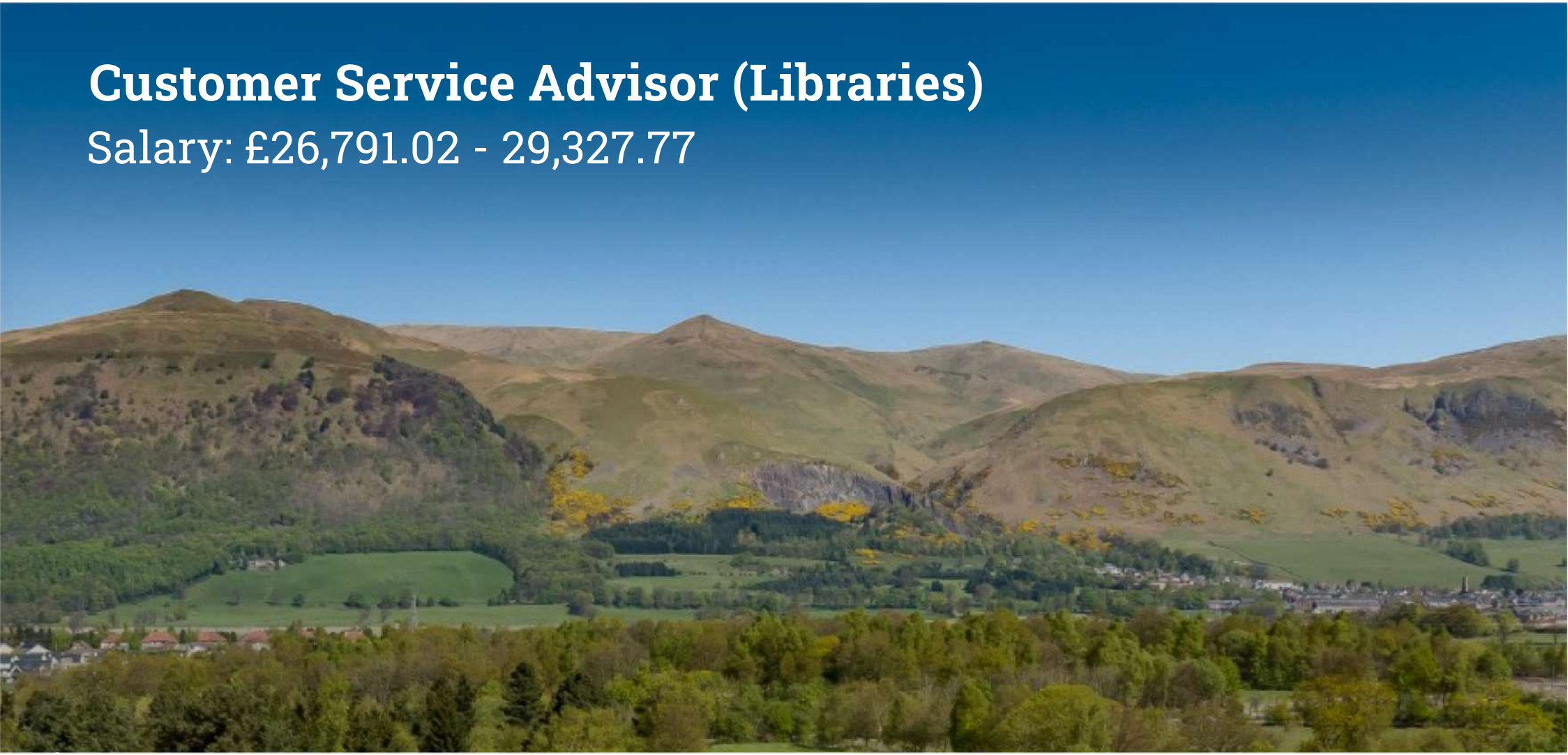
Recruitment Pack

# Customer Service Advisor (Libraries)

Salary: £26,791.02 - 29,327.77



# Welcome




Thank you for your interest in joining Clackmannanshire Council's Library Service. Our libraries are welcoming spaces where people of all ages come to learn, connect, create, and feel supported. As libraries continue to evolve, so too does the vital role our staff play in helping residents access the services, opportunities, and experiences they need.

Our modern library service is a hub for digital inclusion, community wellbeing, cultural enrichment, family learning, and access to essential council and partner services. We support children and young people to develop a lifelong love of reading, help adults build confidence with digital skills, and provide warm, safe, inclusive spaces where everyone is treated with respect and kindness. Our work makes a genuine difference to the daily lives of people across Clackmannanshire.

We are committed to creating a service that is forward thinking, and shaped by the needs of our communities. This means continually improving how we deliver customer service, embracing digital tools and new ways of working, and ensuring our libraries remain accessible, vibrant and innovative.
To help us achieve this, we are looking for people who are:

- **Customer-focused,** with a friendly, compassionate approach to supporting people across Clackmannanshire.
- **Flexible and adaptable,** comfortable working in a service that is responding to new demands.
- **Digitally confident,** able to assist customers with basic IT queries and use library management systems effectively.
- **Great communicators,** who can engage positively with children, families, adults and across generations.
- **Curious and community-minded,** with a genuine interest in reading, learning, and helping others succeed.
- **Team players,** organised, reliable, and ready to contribute to a positive, collaborative working environment.

If you share our passion for making a difference through excellent customer service and community engagement, we would be delighted to receive your application. Together, we can continue to build a modern library service that supports wellbeing, strengthens communities, and opens doors for people across Clackmannanshire.

Alison Mackie
Team Leader Sport, Leisure and Libraries

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Alloa Library

# The Big Picture

**Organistaional Structure:**

Strategic Director, People

Chief Education Officer

Senior Manager, People Directorate

Team Leader Sport, Leisure and Libraries

Librarian

Customer Service Advisor

# Your Role

**Customer Service & Frontline Support**
Provide a warm, helpful and professional service to all library users, assisting with enquiries in person, by phone, email and online. Support customers to find books, information and resources, and guide them in using library services and facilities. Manage customer accounts, process loans and returns, handle payments and support the general administration of the service.

**Digital & ICT Assistance**
Help users access public PCs, Wi-Fi and digital resources, including basic troubleshooting and support with essential digital skills. Use library management and customer service systems.

**Stock, Shelving & Collection Maintenance**
Shelve and organise library materials to ensure collections are tidy, accessible and well-presented. Assist with stock management, including identifying damaged items, supporting circulation of materials, and helping process new titles. Support the movement of stock to community locations, partners and housebound users.

**Events, Activities & Community Engagement**
Contribute to the planning, preparation and delivery of library programmes, events and activities in a range of locations. Promote services to users and help build positive relationships with partners across the Council and beyond.

**Building, Safety & Operational Duties**
Support the safe running of Alloa Library through daily checks, opening and closing routines, and monitoring equipment, cleanliness and compliance. Maintain high standards of presentation across public and staff areas. Report issues, incidents or building concerns through the appropriate Council systems.

**Wider Customer Service Responsibilities**
Respond courteously and efficiently to a broad range of customer enquiries and requests across Council services. Maintain accurate records, contribute to reporting, and keep up to date with organisational changes to provide reliable information.




