

ROLE PROFILE AND PERSON SPECIFICATION



Company Name	Ealing Council – Libraries and Community centres
Location:	Acton and Ealing central Libraries, with some cover across the borough when required.
Employer Description	Local Authority
Position Title	Libraries Customer service apprentice. 15 month contract
Age	16+
Apprentice15-month standard	Level 2 Customer service practitioner
Annual Training Allowance (pay)	£27,010.07. based on real living wage for London: Including a 6-month probation period, with three reviews at month 1, 3 and 5.
Hours of work	35 hours per week • Monday 9.45-5 at Ealing Central • Tuesday 10-7 at Ealing Central • Wednesday 9.45-5 at Acton – Study Day • Thursday 9.45-7 at Acton • Friday 9.45-5 Acton You may be required to work on one day till 7pm.
Annual Holiday Entitlement	Annual Holiday Entitlement: 36 days paid holiday for 18 months, plus 3 additional days (to cover Christmas and New Year)
The Role	If you enjoy providing quality customer care to a diverse and broad range of customers then why not consider becoming a customer advisor apprentice, with Ealing Libraries. Where you will develop and grow to become a crucial member supporting the smooth operation of Acton library. You will provide excellent standard of customer service to all users, including the effective issuing and return of library stock, encouraging and supporting people to self-serve, and maintaining the quality of the library or community centre environment
Responsibilities	• To support new customers, register with the services. • To undertake all aspects of stock work, including processing new books • To support the professional appearance and good working order of the library, reporting any operational issues to Senior Customer Advisors and other council departments where necessary. • To participate in the planning, organising and delivery of library events, for example, storytelling, children's activities and other reading promotional initiatives. • To support library customers in using the full range of ICT and digital services and resources available. • To answer customer enquiries at point of contact and refer on as necessary to other colleagues or services, for example, through face to face, email, and or on the telephone communications. • To assist in the promotion of the library services, local history & archive services to all customers. • To work flexibly across all Council run libraries within the borough • To undertake other such duties commensurate with the general level of responsibility of this role and service needs
Skills and abilities	1. Knowledge and awareness of public library and the library management system 2. Ability to shelve items in a correct order, for example, alphabetically or numerically.

	3. Ability to arrange materials and information for displays. 4. Ability to lift and handle library materials, including moving a trolley and organise/shelve books safely. 5. Ability to handle cash and follow procedures. 6. Able to work on own initiative and refer when appropriate. 7. Ability to work well as a team member. 8. Commitment to acquiring new knowledge for personal learning and development. 9. Knowledge and general understanding of health and safety matters. 10. Knowledge and general understanding equality and diversity
--	---

Values & Behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
- Is passionate about making Ealing a better place - Can see and appreciate things from a resident point of view - Understands what people want and need - Encourages change to tackle underlying causes or issues	- Does what they say they'll do on time - Is open and honest - Treats all people fairly	Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents	Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures	Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards

This position requires Enhanced Vetting

