

JOB DESCRIPTION



JOB DETAILS

Job Title: LiveWire Advisor – Library & Post Office Support Assistant

Grade: 4

Location of Work: Burtonwood library and Post Office

Directly Responsible To: Lead LiveWire Advisor

Directly Responsible For: N/A

Hours of Duty: Variable

WORKING RELATIONSHIPS:

Members of the public

Customers

Colleagues, Lead LiveWire Advisor and wider LiveWire teams

All LiveWire stakeholders and partners

PURPOSE AND SCOPE OF JOB:

To provide library and post office support, when required, to enable the continued delivery of services within Burtonwood Library & Post Office. The job holder will engage with customers and match their needs to the products available through the post office and LiveWire. Support the success of the services offered at Burtonwood library by actively listening, communicating effectively and delivering excellent customer service.

In addition, the job holder will diligently follow security procedures and comply with service standards and health, safety and welfare regulations in accordance with the Normal Operating Procedures and Emergency Action Plans.

DUTIES AND RESPONSIBILITIES

- 1) Use appropriate post office systems and software to process post office products and deal with customer requests for information on post office products and sell products appropriately
- 2) Handle cash and financial transactions, adhering to the organisation's appropriate systems and processes, and conduct banking procedures as required.

- 3) Operate the library management system and support customers to use the library self-service system
- 4) Participate in the delivery of activities and promotional events, as required, to all sections of the community and help to promote the service to users and non-users
- 5) Shelve, tidy and present stock including books, leaflets, resale--able items to maintain an attractive and welcoming environment
- 6) Carry out operational and administration procedures and processes associated with both library and post office provision and services.
- 7) Handle customer queries and complaints and, when appropriate, refer the matter to the Lead LiveWire Advisor, and assist with the recording of customers' comments, compliments and complaints, and other information as required
- 8) Assist with the opening and closing of the building as required by line management
- 9) Participate in appropriate training and staff development programmes to meet desired levels
- 10) Abide by LiveWire's policies and processes to assist the organisation in maintaining a reputation of quality and integrity. This includes observing General Data Protection Regulations (GDPR), promoting equality and diversity and adhering to LiveWire's Code of Conduct.
- 11) Remain flexible in regard to work patterns to meet the needs of the service including weekend and changes to timetables
- 12) Actively contribute to a safe environment for staff and members of the public, undertaking Health and Safety checks as necessary and follow reporting procedures.
- 13) Notwithstanding the detail in this job description, undertake additional duties that are reasonably commensurate with the responsibilities of this post.
- 14) Must be prepared to work at any LiveWire site

Date: 06th November, 2023

Prepared/revised by: Matthew Entwistle

In conjunction with: Rachel Ralston & Donna Love

PERSON SPECIFICATION

NOTE TO APPLICANTS:

Whilst all points on the specification are important, those marked 'E' (essential) are the key requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview. In addition to interviews a variety of other selection methods may be used such as tests or exercises dependant on the role applied for. You will be advised of any alternative selection methods in the letter inviting you for interview.

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GRADE: 4

Experience

- ☐ Experience of dealing with a wide range of customers (E), A, I
- ☐ Experience in the use of IT (E) (A, I)
- ☐ Experience of working in a Post Office (D), A, I

Skills and Abilities

- ☐ Ability to gain knowledge of financial products offered by Local Post Office (E) A, I
- ☐ Good numeracy skills (E) A, I
- ☐ Ability to work quickly and accurately in a busy environment (E) A, I
- ☐ Excellent listening and communication skills (E) A, I
- ☐ Excellent customer servicing skills (E) A, I
- ☐ Ability to participate as a key team player (E) A, I
- ☐ Interest in books, reading and information handling (D) A, I

Education/Qualifications/Knowledge

- ☐ A good general standard of education including Maths GCSE Grade C or above or equivalent qualification (E) A
- ☐ NVQ Level 2 in Customer Service (D) A, C

Other Requirements

- ☐ Professional in approach and appearance (E) A, I
- ☐ Flexible approach to working including evenings and weekend work (E) A, I

Commitment to Equality and Diversity

- ☐ Ability to understand and demonstrate commitment to equality and diversity (E) A, I

Commitment to Service Delivery/Customer Care

- ☐ A commitment to delivering excellent customer service (E) A, I

METHOD OF ASSESSMENT

A = APPLICATION FORM, C = CERTIFICATE, E = EXERCISE, I = INTERVIEW, P = PRESENTATION, T = TEST, AC = ASSESSMENT CENTRE