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| **A black and white logo  Description automatically generated** | **HIGH LIFE HIGHLAND**  **JOB DESCRIPTION** |

**JOB TITLE**: Service Point / Library Assistant

**SALARY**: £24,806 - £27,172 pro-rata

**LOCATION:** Broadford Library & Service point

**RESPONSIBLE TO:** Network Librarian

**JOB PURPOSE:** To provide a front line customer service for library and service point users

**KEY DUTIES AND RESPONSIBILITIES INCLUDE:**

1. Actively promote a positive and collaborative workplace culture that supports the Charity’s purpose of Making Life Better and i-care values to increase morale, productivity and performance.

2. Resolve a wide range of customer service requests and enquiries ensuring satisfactory resolution at first point of contact;

3. Work as part of a team to deliver, support and promote library and information services to all and assist with library routines including shelving, processing and repairing library stock;

4. Assisting with library events and promotions aimed at various age groups including children, teenagers and adults;

5. Operate a wide range of manual and computerised systems including inputting and checking databases and maintaining reservation systems;

6. Cash handling procedures including processing payments;

7. Helping customers to make the best use of library resources including e-resources;

8. Deliver a high standard of customer care;

9. Participate in essential training identified through staff appraisal system;

10. Liaise with line manager to maintain and continually improve the quality of services;

11. Adhere to all appropriate legislation and to High Life Highland policies and procedures.

**Other Duties:**

You may be required to perform duties, appropriate to the post, other than thosegiven in the job specification. The particular duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job specification from time to time.

**There may also be an opportunity to work towards successful completion of an appropriate customer services qualification, including Registration qualification.**

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| **A black and white logo  Description automatically generated** | **HIGH LIFE HIGHLAND**  **PERSON SPECIFICATION** |

**JOB TITLE:** Library / Service Point Assistant

**LOCATION:** Broadford/Library Service point

**ESSENTIAL ATTRIBUTES:**

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following:-

1. **EXPERIENCE**

* Experience of delivering an effective and responsive frontline customer service.

1. **EDUCATION AND QUALIFICATIONS**

* Experience of using ICT systems including the ability to input and check library databases and maintain reservation systems.

1. **SKILLS/ATTRIBUTES GENERAL**

* Experience of cash handling and payment processing;
* Ability to deliver excellent customer service and achieve agreed measurable targets.

1. **SKILLS/ABILITIES SPECIFIC TO THE POST**

* Ability to maintain positive working relationships and work effectively as part of a team and to assist with library routines including shelving, processing and repairing stock;
* Ability to assist with library events and promotions, to enthuse all age groups about books, reading, information sources and library use;
* Commitment to adhering to all High Life Highland or Highland Council policies and procedures and other legislation as appropriate.

1. **INTERPERSONAL AND SOCIAL SKILLS**

* Ability to help customers to make the best use of library resources including e-resources;
* Experience of delivering a high standard of customer care including the ability to communicate effectively with customers.

Date: March 2025