Your job

Job Title: Customer Service Assistant - Libraries

Service: Customer Experience and Support

Grade: 4

Reporting to: Assistant Business Partner

Customer Experience and Support deliver a variety of services from Wigan Borough's libraries.

You will be first point of contact for customers visiting the libraries, actively engaging with them, promoting the benefits of our on-line services as the primary customer access channel in order provide a more cost-effective service and to enable the self-reliance of residents of the borough.

Libraries are a safe, warm space for everyone and are go beyond books. From under 5's activities to weekend evening music events, from chess and lego clubs and class visits to drop down working spaces and author events and so much more. Libraries have something for everyone and if you have the passion to contribute to our continued transformation we would love to hear from you.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Actively support the re-commencement and growth of events and activities within our libraries, engaging with customers to discover aspirations and interests within our communities

On an ongoing basis you will:

- Actively engage, support, model and demonstrate to customers the benefits of using online services as the primary customer access channel to help build self-reliance
- Provide digital support and assistance with the administration of various council services including, but not exclusively, Blue Badges, Environmental Services, Planning and Housing applications
- Promote our Libraries offer to customers and maintain an attractive, welcoming environment
- Promote and support our events and activities whilst working with volunteers, community groups and partners to provide an enhanced service for our residents of all ages
- Support and engage with our volunteers to provide a positive and mutually rewarding experience
- Log timely enquiries with speed and accuracy into the appropriate systems to effectively record customer contacts that measure performance levels, resolution at the first point of contact and improves customer satisfaction
- Actively seek information to resolve customer enquiries, using own initiative and appropriate research tools and techniques
- Provide feedback to managers and Library Transformation Officers to aid progression in events and activities
- Actively participate in changes to systems, processes and new businesses, whilst always seeking to improve and enhance the overall customer service and experience Job specification
- Provide support across Customer Services as the business requires.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules
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In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSE Grade C or above or equivalent qualifications or experience relevant to the role
- The ability to use IT in line with corporate policies and procedure
- The ability to work flexibly in line with the demands of the service
- Accountability for day-to-day workload ensuring all work is completed to a high standard
- Experience of working as part of a team and the ability to support other team members
- Experience of dealing with and resolving Customer enquiries
- Competency to raise issues, taking ownership of problems and actively seek a solution
- The ability to consider the impact of your own actions on the customer, colleagues and the service
- The ability to actively consider the cost to serve of service delivery and make recommendations to improve this
- Confidence to openly share good and bad practice to enhance day to day processes and the customer journey

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	"Take pride in all that you do and support and develop yourself and others."
Be Accountable	"Be responsible for making things better, enabling change and supporting improvement."
Be Courageous	"Be open to doing things differently and working collaboratively with others."
Be Kind	"Be helpful, generous and thoughtful towards yourself and others."