

Job Description

Customer Services Assistant

Known as – Library and Information Assistant

Reference:

Date: April 2026

Job Family:	Community Services / Community Connectors
Level:	1
Band:	3
Career Track:	Operational

Job Purpose

To support the delivery of a comprehensive and efficient library and information service to residents and visitors in Northumberland by maintaining day-to-day site operations, acting as the first point of contact, providing high-quality customer care, and carrying out a range of duties that contribute to a quality service.

Service Purpose

Residents are at the heart of what we do at Northumberland County Council, and the Library and Information Team play a crucial role in supporting communities with a safe space, accessible to all, where people can seek help, support and explore new ideas and activities. Our service acts as a single point of contact for residents for all Council and Library enquiries and welcomes those with the skills and enthusiasm to provide an approachable, empathetic and proficient service that supports digital access, promotes health and wellbeing, encourages reading and participation in community, cultural or creative activities.

Duties and Responsibilities

Customer Service and Frontline Delivery

- Deliver a smooth and efficient frontline service, engaging positively with customers to identify needs and provide friendly, effective assistance face to face, by telephone and email, including appropriate signposting to other services.

Library Resources and Digital Support

- Maintain knowledge of library stock, its organisation and presentation, using this to promote resources and encourage customer engagement.
- Support and encourage customers to use self-service technologies, the internet and basic computer applications.

Community Engagement and Promotion

- Maintain awareness of local attractions, amenities, events and community activities and use this knowledge to support residents and visitors.
- Contribute to the planning, delivery and promotion of events and activities for all ages, including supporting volunteers and attending promotional events as required.

Administration, Systems and Financial Tasks

- Use electronic systems accurately, updating records and information as required.
- Carry out general administrative duties, including recording data and contributing to accurate management information such as statistics and customer feedback.
- Undertake cash handling, reconciliation and banking duties in line with procedures.

Teamwork, Partnerships and Professional Responsibilities

- Develop and maintain effective working relationships with colleagues and external partners to support high-quality service delivery.
- Maintain personal development and training appropriate to the role and ensure compliance with health and safety responsibilities, including routine checks.

Person Specification

Professional and Technical Requirements

Qualifications

- Demonstrates literacy and numeracy skills appropriate to the role through qualification or relevant experience.

Knowledge, Experience and Skills

- Knowledge of library services from a user and/or staff perspective, with an enthusiasm for books, reading and learning.
- Recent experience of working in a customer-focused environment, in either a paid or voluntary capacity.
- Strong customer care skills, with the ability to work directly with a diverse and potentially demanding public and to empathise with people of all ages, abilities and cultures.
- Effective IT skills, including use of Microsoft 365 or similar systems, email, internet searching and retrieval, and the ability to use technology to support work objectives.
- Numeracy skills sufficient to record information and compile basic statistics.

Core Competency Requirements

- **Communication:** Communicates clearly and respectfully to support shared understanding. Uses active listening to confirm meaning and respond appropriately.
- **Collaboration:** Works with others to complete tasks and support service delivery.
- **Service Delivery:** Delivers tasks to expected standards and timescales, following procedures and guidance. Uses resources efficiently to support effective delivery.
- **Decision-Making:** Makes decisions using guidance and procedures.
- **Digital and Data Literacy:** Uses standard digital tools to complete work, following guidance on data protection and digital safety.

- **Adaptability:** Adapts to change and feedback. Applies learning to improve own work and support team outcomes.
- **Problem-Solving:** Resolves issues using known solutions.
- **Community and Customer Focus:** Delivers services with care and respect, considering diverse needs and ensuring a positive customer experience.
- **Leadership:** Supports colleagues and takes responsibility for own work.

Strengths

- **Service Focused:** You look for ways to serve customers, putting their needs at the heart of everything you do.
- **Emotionally Intelligent:** You draw insight from your own emotions and those of others to show empathy.
- **Team Player:** You work well as part of a team and strive to ensure the team pulls together and is effective.
- **Explainer:** You communicate thoughts and ideas verbally or in writing, simplifying complexity and adapting communication so others can understand.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.

Desirable

- Relevant qualification (e.g. NVQ in Tourism, ICT or Customer Care) or equivalent demonstrable experience.
- Good geographical and general knowledge of Northumberland.
- Experience using library or information systems (e.g. Spydus), a range of IT applications and information sources.
- Experience of preparing displays.
- Negotiation skills.