

JOB DESCRIPTION

1. JOB TITLE:

Customer Service Manager

2. JOB TYPE:

Full-time (36 hours per week). Includes one Saturday every four weeks.

Grade EGI (£42,922 – £46,339)

3. RESPONSIBLE TO:

Head of Marketing & Customer Services

4. OVERALL PURPOSE OF JOB:

To oversee the delivery of outstanding customer service within the Library, ensuring a positive experience for all visitors. To manage the daily operation of the Library 'shopfloor', supervising the frontline team to maintain high standards of customer service and ensuring a safe and welcoming environment for all.

5. KEY RESPONSIBILITIES:

- Oversee day-to-day frontline library services, ensuring smooth and efficient delivery.
- Lead the frontline team in upholding high standards of customer service, ensuring a positive experience for all visitors. Lead by example by staffing the Library floor yourself, going the extra mile to assist and engage customers, and helping them make the most of their visit.
- Act as Duty Manager, taking responsibility for public-facing services and customer experience during designated shifts.
- Ensure the Library environment is safe, well-presented, and able to meet customer needs.
- Be the first point of contact for customer feedback, complaints, and incidents, escalating to senior staff as necessary.
- Work with the Operations Administration Assistant to plan staff rotas and organise cover arrangements. Liaise with the frontline team to ensure that the Library is always appropriately

staffed, including cover for breaks.

- Work with senior colleagues to identify and implement improvements to the Library's customer experience.
- Work with the frontline team to evaluate circulation procedures, and make improvements as needed.
- Support the delivery of induction, training, and ongoing development for frontline staff.
- Support and lead Library events and activities, including children's rhyme times and events for adults.
- Contribute to service development initiatives, helping to shape a modern and community-focused public library.

JOB SPECIFICATION

The ideal candidate will have significant customer service experience in libraries, retail, or other public environments. They must have strong communication and interpersonal skills, and must enjoy working with people. They will be able to demonstrate a strong commitment to setting high standards in customer service.

Essential skills:

- Understanding of the role of the public library service and the customer service standards expected.
- Proven leadership skills, with the ability to motivate and inspire staff to deliver exceptional customer service.
- Strong communication and interpersonal skills, with the ability to interact effectively with customers of diverse backgrounds and age groups.
- Ability to be resourceful, remain calm under pressure, and exercise initiative in managing the demands of a busy library.

Desirable skills:

- Confidence using technology and supporting others to do so (helping customers with printing, scanning, accessing eBooks, etc).
- Knowledge of health & safety and risk management procedures, including training in First Aid.
- Experience of managing a wide range of situations that arise in a public-facing environment, including de-escalating anti-social behaviour.
- Experience of training or mentoring colleagues.