Come and join the team!

ADVERT

ROLE TITLE: **Information Officer**

ADVERT TEXT:
A fantastic opportunity for a people focused, solutions focused, service delivery focused individual to join our team. Our Community Hubs are far more than books, benefits and community education, they are that place in the community to provide support, to provide opportunities, to provide signposts to solutions.

POST ID:	**ENTCDHCH03**
LOCATION:	**Chepstow Community Hub**
GRADE:	**BAND E SCP 14 – SCP 18 £15.82 p/h**
HOURS:	**2 Hours Per Week**
TEMPORARY:	**No**
DBS CHECK:	No (Disclosure & Barring Service Check)
CLOSING DATE:	12 noon on Friday 27th November

Additional Information
Please note that we are not able to accept CVs

To apply for this post please complete the online application form which can be found on the following page:
https://www.monmouthshire.gov.uk/jobs-employment/

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.
- Autism aware and committed to removing barriers to employment
- committed to supporting young people who leave our care to access new opportunities and gain experience.

monmouthshire
sir fynwy

ROLE PROFILE

ROLE TITLE: Information Officer

TEMPORARY: No

POST ID: ENTCDHCH03

GRADE: BAND E SCP 14 – SCP 18

HOURS: 2hrs Per Week

WORK PATTERN: Alternate Saturdays 9:00-1:00

LOCATION: Chepstow Community Hub which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

DISCLOSURE AND BARRING SERVICE (DBS) CHECK:
Appointment to this post is exempt from Rehabilitation of Offenders Act and is subject to the following DBS check (Please specify level of check:,

(a) No DBS Required for this post

RESPONSIBLE TO: Strategic Manager: Community Hub, Community Education & Libraries

WELSH LANGUAGE ASSESSMENT:
(b) Welsh language skills are desirable;

Community Hubs…..What are we?

SAFEGUARDING:
Child and Adult Safeguarding are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

Our Purpose:-
To provide a local venue which is the single point for accessing information and Council Services. They provide a secure and safe environment for community members to meet, share or gather knowledge, develop new skills or seek support in times of need. They are intended to be places of energy generating community activity.

The Purpose of this Role:-
To be part of the delivery team responsible for local services within a hub environment. To provide an excellent service to resolve queries, support access to library materials, enable customers to make full use of all the available facilities and ensure that customers receive a prompt and courteous service.

Expectation and Outcomes of this Role:-

- The successful post holder will be expected to demonstrate excellent listening and communication skills, be self-motivated and empathetic.
- The post holder will welcome all hub customers, identify their needs and actively seek to fulfil their requirements to provide a quality service.
- They will be expected to uphold and demonstrate Monmouthshire County Councils values, promote social inclusion, lifelong learning and literacy.
- You will be required to work evenings and weekends as necessary.

Your responsibilities are to:-

- To provide assistance and advice where and when required to do so
- To ensure effective delivery of services to the local community on a day to day basis.
- To provide assistance, support and instruction to customers using ICT equipment and software.
- To oversee and provide customers with guidance in the use of self service equipment.
- Undertake general library duties including sorting and shelving of returned library materials, reservations, fines, memberships and similar activities.
- To act as the first point of contact for customers, dealing effectively with requests, answering queries, taking responsibility for processing each enquiry through to a satisfactory conclusion.
- To demonstrate an understanding of complex processes specialised skills and technical knowledge by fully utilising software systems (CRM Customer Relationship management).
- To liaise with other members of staff where complex issues require their assistance including arranging appointments for customers where necessary.
- Maintain accurate, up to date and appropriate records. Provide clerical and administrative duties as required.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination, maintaining relationships and support with other departments.
- To take payments in accordance with the Councils' rules and regulations.
- To handle a range of different situations and react accordingly with tact diplomacy and empathy to diffuse potentially tense confrontations in a positive and calm manner.
- To lead or assist with promotional activities (both inside and outside the hub) marketing and display work, and to contribute to the achievement of agreed targets for income generation.
- To assist in the compilation of statistical returns.
- To be responsible for self-development and to participate in training and development.
- To contribute to the local delivery of the Council's values, Corporate Plans and the Service Plan
- Ability to undertake the physical aspects of the job, including shelving and counter work.
- Ability to work flexible hours, including evenings and Saturdays.
- Implement and monitor Health and Safety policy and practice to make sure staff and customers enjoy a safe environment.

Here's what we can provide you with:-

- A Lap Top
- A full and comprehensive induction
- Training and development opportunities
- The necessary management and team support

What else you need to know…..Monmouthshire Values are:

- **Teamwork - We will work with you and our partners to support and inspire everyone to get involved. We will make the best of the ideas, and resources available to make sure we do the things that most positively impact our people and places.**
- **Openness - We are open and honest. People have the chance to be involved and tell us what matters.**
- **Flexibility - We are flexible, enabling delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.**
- **Fairness - We provide opportunities for people and communities to thrive. We will always try to treat everyone fairly and consistently.**
- **Kindness – We will show kindness to all those we work with, putting the importance of relationships and the connections we have with one another at the heart of all interactions. And this role, will work with Monmouthshire to achieve these.**

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

PERSON SPECIFICATION

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

- Experience of working in a customer service environment.
- Sufficient general education to enable delivery of the requirements of the post.
- Evidence of continuing professional development.
- That you are open minded about change and embrace new ways of working
- That you hold a strong customer focus and commitment to delivering high quality services.
- The ability to listen, empathise and inspire confidence with customers and colleagues.
- You are self-motivated and have the ability to motivate others.
- Experience of working pro-actively in the community.
- Strong oral communication skills and the ability to engage with people from a variety of backgrounds and organisations.
- You have the ability to establish and maintain effective working relationships with colleagues, community members, volunteers and other stakeholders.
- That you have experience of working with the public in a people orientated service.
- That you have taken part in new and innovative approaches to service delivery.
- Experience of dealing with day to day queries from members of the public in a helpful and courteous manner and ensuring that standards and performance targets are met.
- Experience of using information technology to input and extract information and to maintain systems.

- Welsh Desirable.

You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council. This will be implemented if a need for Welsh language skills in the role arises.

Should you require any further information regarding this post, please contact: Richard Drinkwater - Strategic Manager: Community Hub, Community Education & Libraries: Tel: 07768055283

Closing Date: 12 noon on Friday 27th November