

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

| | |
|----------------------------|--|
| Job Title: | Customer Service Adviser (UKVI delivery) |
| Salary: | £24,790-£25,584 per annum |
| Grade: | 5 |
| Hours: | 37 |
| Team: | Customer and Culture |
| Service Area: | Libraries |
| Primary Location: | Oxford Westgate Library |
| Responsible to: | Library Site Support Officer |
| Political Restricted Post: | No |

Job Purpose

This is a customer facing role. More than 8,000 people visit one of our 44 libraries per day. Every year, 3,364,000 items are borrowed and almost 90,000 people attend library events. Our Libraries are so much more than books. They are places where culture is created every day.

The post holder's principal role is to support the dedicated team with the delivery of the UK Visa and Immigration Application Service, joining a large number of major public libraries in UK towns and cities from October 2024 in providing a staffed centre. Clients can book an appointment for verifying identity, enrolling biometric information, and checking/digitising supporting documentation for application. This will be a fast-paced but highly rewarding service operating up to 6 days per week with a large number of appointments available each day.

In this role you will also be expected to cover regular staff absence in Oxford Westgate Library and will work to ensure high customer service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

You will be responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies. This includes:

- Familiarising yourself with the council's policies on Safeguarding Children and Vulnerable Adults
- Acting according to the inter-agency safeguarding procedures of the Oxfordshire Safeguarding Children Board and Oxfordshire Safeguarding Adults Board whenever you have a safeguarding concern about a child or an adult.
- Work in accordance with the Corporate values and competency framework. [Link to County Council Values](#)

Library staff work on a one to one and group basis with unaccompanied children attending the library. They lead children's groups and support children with the use of library equipment. They will attend children's settings and supervise volunteers who attend the library to work with unaccompanied children. **This will require an Enhanced DBS check**

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

- Utilising computer systems and self-serve kiosks to support clients in their application through the UK Visa and Immigration Application Service. This includes verifying their identity, enrolling their biometric information, and digitising and checking any supporting documentation for the application, before submitting any biometric information and supporting documentation to UKVI for processing to be completed and a decision to be made.
- Deal with enquiries from the community, OCC staff and partner agencies via a variety of channels, be able to signpost service users appropriately and escalate enquires and complaints as necessary.
- Support customers to use digital services and in libraries to use self- service kiosks
- Undertake administrative duties relating to Council services offered within a library setting. This includes the provision of information and support with completion of forms and applications by service users and where appropriate process requests and issue documentation
- Promote the Council, provide information on a range of services and participate in promotional and developmental activities and events across the service
- Log information onto various systems, appropriate to the service
- Promote and contribute to the delivery of core universal library offers (reading, digital and information, culture and creativity, health and wellbeing) including delivery of universal offers programmes and activities.
- Take responsibility for library support work including cash handling and banking, stock control, shelving duties, reservations, membership enquiries and display work
- Carry out all duties which are appropriate to the post as determined by the Senior staff member/Library Manager and work as part of a team, including with our volunteers, in order to achieve shared objectives.
- Familiarisation with the Council's policies on safeguarding children and vulnerable adults and acting in accordance to the inter-agency safeguarding procedures of the Oxfordshire Safeguarding boards whenever you have a safeguarding concern about a child or an adult
- Commitment to and understanding of the principles of Equal Opportunities for all, in employment and the delivery of services.

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

| Essential Criteria | Assessed By: |
|---|---------------------|
| Level 2 qualification e.g. English & Maths GCSE (C), NVQ level 2 or equivalent or ability to evidence the equivalent level of knowledge gained through work experience. | A, I |
| Outstanding Customer service skills. Good verbal and written communication skills with the ability to listen to others and communicate with sensitivity and understanding. Ability to manage challenging situations including the resolution of customer incidents. | A, I |
| Methodical, organised and ability to follow procedures and maintain confidentiality. Uses initiative and can respond independently to unexpected problems and situations. Able to make informed decisions. | A, I |
| Accuracy and attention to detail skills. | A, I |
| Ability to work effectively as part of a team, and to train, guide and supervise less experienced staff, volunteers and work experience students as required | A, I |
| Act with honesty and integrity and responds positively and proactively to change. Takes opportunities for personal development | A, I |
| Good ICT skills. | A, I |
| Ability to manage and guide calls and enquiries effectively. Support less experienced staff in seeing enquiries through to completion | A, I |
| Driving licence and business insurance or ability to arrange transport around the County as required by the job. | A, I |
| To be available to work at any library within 25 miles of your home branch, when reasonably requested to do so. To include weekend and evening work. | A, I |
| Desirable Criteria | Assessed By: |
| Experience of working with the public in a customer focused environment | A, I |
| H&S / First Aider & Fire Warden Trained | A |

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

| | | | |
|-------------------------------------|--|--------------------------|---|
| <input type="checkbox"/> | Enhanced Disclosure and Barring Service check with Children's and Adults Barred List | <input type="checkbox"/> | Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check |
| <input checked="" type="checkbox"/> | Enhanced Disclosure and Barring Service check with Children's Barred List | <input type="checkbox"/> | Enhanced Disclosure and Barring Service check with Adults Barred List |
| <input type="checkbox"/> | Standard Disclosure and Barring Service check | <input type="checkbox"/> | Basic Disclosure |
| <input type="checkbox"/> | Disqualification for Caring for Children (Education) | <input type="checkbox"/> | Overseas Criminal Record Checks |
| <input type="checkbox"/> | Prohibition from Teaching | <input type="checkbox"/> | Professional Registration |
| <input type="checkbox"/> | Non police personnel vetting | <input type="checkbox"/> | Disqualification from Caring |
| <input type="checkbox"/> | Other (please specify): | | |

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

| | | | |
|-------------------------------------|--|-------------------------------------|--|
| <input type="checkbox"/> | Provision of personal care on a regular basis | <input type="checkbox"/> | Driving HGV or LGV for work |
| <input checked="" type="checkbox"/> | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/> | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| <input type="checkbox"/> | Working at height/ using ladders on a regular/ repetitive basis | <input checked="" type="checkbox"/> | Restricted postural change – prolonged sitting |
| <input checked="" type="checkbox"/> | Lone working on a regular basis | <input checked="" type="checkbox"/> | Restricted postural change – prolonged standing |

| | | | |
|-------------------------------------|---|-------------------------------------|---|
| <input type="checkbox"/> | Night work | <input checked="" type="checkbox"/> | Regular/repetitive bending/ squatting/ kneeling/crouching |
| <input type="checkbox"/> | Rotating shift work | <input type="checkbox"/> | Manual cleaning/ domestic duties |
| <input type="checkbox"/> | Working on/ or near a road | <input type="checkbox"/> | Regular work outdoors |
| <input type="checkbox"/> | Significant use of computers (display screen equipment) | <input checked="" type="checkbox"/> | Work with vulnerable children or vulnerable adults |
| <input checked="" type="checkbox"/> | Undertaking repetitive tasks | <input checked="" type="checkbox"/> | Working with challenging behaviours |
| <input type="checkbox"/> | Continual telephone use (call centres) | <input type="checkbox"/> | Regular work with skin irritants/ allergens |
| <input type="checkbox"/> | Work requiring hearing protection (exposure to noise above action levels) | <input type="checkbox"/> | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| <input type="checkbox"/> | Work requiring respirators or masks | <input type="checkbox"/> | Work with vibrating tools/ machinery |
| <input type="checkbox"/> | Work involving food handling | <input type="checkbox"/> | Work with waste, refuse |
| <input checked="" type="checkbox"/> | Potential exposure to blood or bodily fluids | <input checked="" type="checkbox"/> | Face-to-face contact with members of the public |
| <input type="checkbox"/> | Other (please specify): | | |

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

January 2023