

Job Description
Ref no:

Job Title	Customer Services Officer (Part Time)		
Directorate or Region	South Asia	Department/Country	Library / TC / EDUK Sri Lanka
Location of post	Kandy	Pay Band	Pay band 3 / Grade J
Reports to	Assistant Manager EDUK & Library Services	Duration of job	Indefinite contract

Purpose of job:

To deliver a high quality, welcoming and proactive enquiry and registration service for the full range of British Council events and activities.

Finances managed: Rs.50K franking machine

Context and environment: (e.g. dept description, region description, organogram)

The Library in Kandy has a membership count of approximately 4000 per year from 6 years upwards. We are open six days a week and 8 ½ hours a day except on Sundays, when we are open for 6 hours. The Library in Kandy is a vibrant operation which delivers, high impact projects such as Project English and cultural events to the people in Kandy and the surrounding areas.

Accountabilities, responsibilities and main duties:

(including people management and finance)

1. CSO Duties - Meet defined customer services standards locally and globally

- 1.1 To provide a meet and greet service, welcome all visitors, members and customers to the British Council in a friendly and professional manner and to ensure that they are directed to the appropriate person or place quickly and efficiently.
- 1.2 Provide first line information accurately. Provide appropriate information and brochures/ leaflets.
- 1.3 The front of house is maintained to the agreed standards, displays are well presented and up to date and the full range of information leaflets are available at all times.
- 1.4 To respond politely and professionally to all first level (face-to-face, phone and e-mail) enquiries from visitors, members and customers anticipate their needs and offer them proactive support, forward all second level enquiries promptly to the appropriate person for response.
- 1.5 All calls are responded to within 5 rings as per call handling standards.
- 1.6 All email and postal enquiries are responded within 48 hours, final response within 96 hours.
- 1.7 To register or enrol customers for the appropriate British Council service or activity offering them proactive support to facilitate the process
- 1.10 Collect payments and reconcile accurately at the end of the day.
- 1.11 Capture complete candidate information at the time of registration.
- 1.12 Ensure that customers provide positive feedback during focus groups and are satisfied with the level of service received.

2. Administration Duties

- 2.1 Ensure sufficient stocks of promotional and support material, brochures etc are available.
- 2.2 Follow library, education and teaching centre administrative support processes, assist with registration data, surveys, wait lists, mail shots.

- 2.3 Book ordering and maintaining an up to date collection in liaison with unit head.
- 2.4 Feedback collation for various units as and when requested.
- 2.5 Support activities in all sections of the library (ELZ, YL, Reference)
- 2.6 Attend & contribute to the team meetings and support implementation of action
- 2.7 General library duties.
- 2.8 Event Management

3. Responsible for monitoring recurrent payments for Kandy

- 3.1 Forward recurrent payment invoices approved by BMK to finance unit.
- 3.2 File copies in relevant files
- 3.3 Liaise with finance unit and ensure that payments are made on time.
- 3.4 At the end of each month, calculate the usage of local courier charges
- 3.5 Responsible for monitoring the daily consumption of postage by library, TC, Exams and EDU. Reimbursing franking machine on time

4. Financial duties

- 4.1 Library Cash Officers duties in rotation with other relevant grade J library staff members
Collect daily library revenue at the end of the day according to the Cash hand over policy and update relevant spreadsheets
- 4.2 Act as a General user in FABS
- 4.3 Entering library income in FABS bank & reconcile library income to BC finance policy in rotation with other grade J officers

5. Marketing

- 5.1 Marketing & promotion of library activities and events
- 5.2 Build client relations to enhance the quality of services.

Key relationships: (include internal and external)

- Internally
BC staff
- Externally
Customers

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

- Occasionally the post holder may be required to work extra hours depending on the urgency of a job/task.
- Flexible hours to cover staff rosters and operational needs

Please specify any passport/visa and/or nationality requirement.

Sri Lankan citizen or in possession of a valid work visa to work in SL.

Please indicate if any security or legal checks are required for this role.

Under our Child Protection agenda, the post-holder may be required to obtain a Police Clearance Report prior to appointment.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none"> Being Accountable (level 2) essential Working together (level 1) essential 		Short listing and Interview only
Skills and Knowledge	<ul style="list-style-type: none"> Computing Skills (level 1) Marketing and Customer Service (level 1) Communication Skills (level 1) 		Short listing and Interview Writing task IT task
Other skills		Financial skills	Short listing and Interview
Qualifications	G.C.E. O/L or equivalent qualification	<ul style="list-style-type: none"> A distinction in English at G C E O/L G.C.E. A/L or equivalent 	Short listing

Guidance on Preparing a Role Profile

(a) Job Description

Complete the job description section of the role profile

Purpose of job – What is the overall aim of the job? Why does it exist? (One or two sentences are usually enough for this).

Context and Environment – what does the department do? Which region does the job sit in? Are there any particular challenges or attractions of the region or area? Is it part of a team, if so how big is the team and where does the job fit? Who does it report to?

Accountabilities, Responsibilities and Main Duties

Accountabilities - results for which the post holder is held accountable not necessarily tasks they perform themselves. More senior roles often have more accountabilities as they deliver results through others.

Responsibilities – what actions or tasks is the job holder responsible for? e.g. management or administration of finances, managing people, delivering or contributing to organisational targets, delivering own or others work to agreed standards

Main Duties – the main specific duties that job holder has to do in order to meet the responsibilities e.g. project planning, budget planning, event co-ordination, teacher recruitment. This is not meant to be an exhaustive list of all the tasks in a job, just the main ones. If there are one or two duties which form the major part of the job e.g. reconciliation of payments for a finance role it is helpful to indicate what percentage of the job these activities take up.

Key Relationships

What people or organisations (internal and / or external) does the job holder have to interact with or influence and to what level? For example an Events Co-ordinator might have to maintain relationships with venue providers and participants externally and managers and PAs internally.

Other important features or requirements of the job – are there significant or unusual demands which are essential to the job e.g. unsocial / evening hours, international travel etc? Please be as specific as possible on these and only include those which are **essential**.

(b) Person Specification

Complete the person specification section. As part of the role profile, it is used for recruitment purposes only. It sets out the selection criteria used for short listing and interview i.e. nature and level of the skill, knowledge and behaviour which will be assessed. These criteria are classed as either essential or desirable. Essential criteria are always used in assessment. Desirable ones are used to enable selection for interview where more than five candidates meet the essential criteria. Candidates who have declared a disability and who meet the essential criteria are always interviewed.

To increase opportunity while minimising bureaucracy and the amount of work for applicants and recruiting managers, no more than eight criteria should be listed as essential under the headings of behaviours, skills & knowledge and experience. We recommend that a maximum of four desirable criteria can be added.

Behaviours – List all 6 Behaviours ([link attached](#)) and identify those – we suggest no more than four - which you propose to use as part of the selection criteria and specify the required level i.e. essential, more demanding or most demanding. In the interest of minimising bureaucracy, please remember that you can choose to assess Behaviours at interview only, thus streamlining the application and short listing stage.

Skills and Knowledge – Select required skills and level from the list of Generic Skills ([link attached](#)). Guidance is no more than two - for example project and contract management, financial planning and management. Specify any additional knowledge requirement (this may be not always be applicable) for example, knowledge of employment law.

Experience – What is the minimum experience (work or otherwise) which is required or desirable for the job for example, leading a dispersed team, implementing a new system or policy, working in the public / private sector.

Qualifications - Please list the minimum qualifications or equivalent required for this role. Sometimes the "equivalent" could be practical experience or a local qualification or other similar accreditation. Qualifications should only be listed as essential if absolutely necessary for the job.