

## Job Vacancies List No 29

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**Information Advisor (2)**

**£10,839 - £11,224 ANG04213**

Based at Carnoustie Library or Forfar & Kirriemuir Libraries.

You will work 18 hours per week.

These jobs are temporary until no later than 30 June 2023.

Applications from ANGUSalive employees on a secondment basis will be considered. You must have the approval of your line manager.

Help us change lives in Angus by inspiring Healthy, Active and Creative lifestyle choices.

ANGUSalive offers residents and visitors to Angus a wealth of services through engagement with our sports centres, country parks, theatres and venues, museums, galleries, archives and libraries.

With seven libraries, two mobile libraries and online access, ANGUSalive can deliver information to customers wherever they are. Our libraries have well stocked, up-to-date book collections and e-resources, as well as being a great source of tourist information and providing convenient face-to-face ACCESS support for council services.

Our business is everything to do with people and that's why our staff are so important to our success.

By taking on the role of Information Advisor you will be the friendly and enthusiastic public face of ANGUSalive. With a passion for excellent customer service you will provide a high standard of customer care, maintaining a professional, well presented and welcoming environment.

You will return, issue, shelve and reserve library items, deal with all aspects of customer registration and answer information enquiries using the automated library system and a range of other information sources. You will log details of all customer enquiries, comments and complaints onto the automated customer service management system and communicate with appropriate contacts to aid in the resolution of the enquiry or complaint.

You will provide IT support to users of the Learning Centre, assisting customers in the use of technology, answer tourist information enquiries using local knowledge and information tools provided.

You will be involved in running various library activities including Reminiscence Groups and Book Groups, engaging with customers to ensure they receive a positive experience while attending activities within the library.

To do well in this role you will be able to demonstrate our key behaviours in customer service excellence and continuous improvement. A friendly outgoing personality and the ability to use your initiative are essential.

You'll find working with our customers, colleagues and partners is interesting and varied as well as providing an exciting opportunity for you to help shape the future of cultural services in Angus. What's more, ANGUSalive offers a rewards package with generous holiday allowance and employer pension contributions.

If you can commit to working with us for the people of Angus and are interested in joining the team to become an ambassador for ANGUSalive, we'd love to hear from you.

You must have the ability to become a member of the PVG Scheme and you may be required to meet the costs involved.

Please refer to job outline, person specification and information sheet for further details and requirements for this job.

**Closing Date: Friday 16 December 2022**