



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title:	Graduate Trainee – Customer Services
Department:	Library and Museum, Nursing Department
Reports to:	Customer Service Information Specialist (Operations)
Key relationships:	Library and Museum Team members
Hours:	35 hours per week including late night and Saturday working on a rota basis (Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)
Grade:	Graduate Trainee - £22,836 per annum
London Weighting:	£5,094 per annum
Location:	RCN UK HQ

JOB PURPOSE

Based in the Library's Customer Service team, this Graduate Trainee position offers experience in a dynamic and proactive environment. The position supports the work of the Library and Museum (LAM) through project work, frontline service delivery, and administration tasks. It aims to provide experience that will assist in meeting entrance requirements for a postgraduate library management course.

KEY RESPONSIBILITIES

1. Specific role responsibilities

- 1.1 To provide excellent and proactive customer services in line with RCN customer service guidelines

- 1.2 To assist with events and activities taking place in the Library and Heritage Centre
- 1.3 To carry out customer service transactions such as supporting self-issue, renewal, discharge, reserving items, and handling payments
- 1.4 To assist customers with first line help in the space, including with basic IT issues
- 1.5 Staffing the enquiry desks as part of the daily team rota
- 1.6 Form part of the enquiries response team: answering enquiries in person, by telephone, email and web chat, referring queries as appropriate
- 1.7 To complete the LAM Graduate Trainee programme and participate in cross-team project work
- 1.8 To support the document delivery, interlibrary loans and postal loans service
- 1.9 To take part in the feedback and statistics reporting cycles to support ongoing customer service improvement
- 1.10 To participate in enquiry service monthly quality assurance review
- 1.11 To contribute to and review the Library and Heritage Centre and Customer Services Team procedures
- 1.12 Responsibility for library stationery inventory and ordering
- 1.13 To conduct family history searches using digitised records
- 1.14 To assist with the Library's online presence including writing the graduate trainee blog, helping with the website and contributing to our social media offer
- 1.15 To assist with the upkeep of the Library and Heritage Centre, including checking equipment, reporting faults, shelving and maintaining good stock order
- 1.16 To support high quality service delivery within agreed service deadlines
- 1.17 To participate in evening and Saturday rotas as required
- 1.18 To develop a good understanding of the Library and Museum online offering
- 1.19 To assist with general admin and provide administrative support as required

2. Additional responsibilities

- 2.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 2.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, Diversity and Inclusion statement.
- 2.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 2.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 2.5 Undertake any other duties as requested in line with the job role.

Job description updated by:

Hannah Slater, Customer Service Information Specialist (Operations) and Sarah Smith, Customer Service Manager

April 2024