



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title: Customer Services Information Assistant

Tenure: 12 month fixed term contract

Department: Library and Museum, Institute of Nursing Excellence

Reports to: Customer Services Manager

Key relationships:
Customer Services Team
Library and Museum Team
RCN members

Hours: 28 hours per week, over 4 or 5 days
One late night until 7pm and Saturdays on rotation.

(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: H

Salary: £28,998 per annum (pro rata)

London Weighting: £5,094

Inclusive Salary: £34,092

Location: RCN Library and Heritage Centre, London

JOB PURPOSE

The role of the Customer Services Information Assistant is to support the RCN Library and Museum (LAM) in the delivery of excellent customer services.

KEY RESPONSIBILITIES

1. Projects

- 1.1 Contribute to LAM wide Customer Service Brilliance project
- 1.2 Act as a library contact for one of the RCN England regions
- 1.3 Contribute to LAM quarterly reporting including feedback and statistics

2. Specific role responsibilities

- 2.1 Assist with the delivery of excellent customer services in line with RCN customer service promise
- 2.2 Assist with enquiry services including face-to-face, telephone, email, web chat, and other technologies on a rota basis; replying to a wide range of enquiries using own initiative and professional judgement, referring as appropriate
- 2.3 Carry out customer service transactions such as supporting self-issue, renewal, discharge, taking payments, and reserving items
- 2.4 Assist with checking that all equipment is working, basic trouble shooting of IT issues and ensuring the library space is run efficiently and effectively
- 2.5 Assist with document delivery services, interlibrary and postal loans
- 2.6 Work with the LAM team to ensure the services are run efficiently
- 2.7 Support high quality service delivery within agreed service deadlines
- 2.8 Work on assigned LAM projects in a range of capacities
- 2.9 Promote the RCN and the LAM at events, including attendance at member recruitment events and regional events
- 2.10 Participate in the LAM marketing strategy as required, including contributing to the social media team
- 2.11 Ensure that health and safety is adhered to within the library space
- 2.12 Every employee will co-operate in maintaining safe and health working environments by complying with the RCN Health and Safety Policy and subsidiary policies and procedures relevant to their work activities
- 2.13 Participate in Saturday and evening rotas as appropriate ensuring the smooth running of the Library and Heritage Centre.

3. Additional responsibilities

- 3.1 Champion equity, 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.
- 3.2 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 3.3 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
- 3.4 Support member ballot and industrial action activities when required.
- 3.5 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- 3.6 Undertake any other duties as requested in line with the job role.

Job description updated by:
Marian Brown, Customer Services Manager
June 2025