



## Task Group Member Job Description

Customer Services Group UK was established to share knowledge and techniques in Customer Service within Libraries and externally. The aim of the group is to raise the profile of customer services and enable members to learn from each other to develop and improve customer service within their institutions.

Within Customer Services Group UK, there are task groups to plan and develop work to support the aims of the group. Task group members are normally from a cross-section of institutions and job roles and levels. Each task group is chaired by a member of the Steering Group, and should have a secretary. Meetings take place in person three times a year, with at least one taking place in London, and one outside of London. One of these meetings will be an annual planning event and task group members will also be expected to communicate regularly with the group via email or telephone. The broad remit of each task group is outlined on the website

<http://www.customerservicesgroup.co.uk/#!/services/cihc>

The main responsibilities of members are to:

- Attend task group meetings and follow up on actions arising from these
- Contribute to discussions at and between meetings
- Undertake tasks as agreed by the group (for example a preparing case study or arranging an event)
- Keep the task group chair informed of the general progress of tasks between meetings as appropriate and contact them for suggestions in case of difficulty
- Attend Customer Services Group UK yearly catch up session and planning event.

### *Note on workload*

The workload generated by each task group will fluctuate throughout the year and will vary depending on the scale of the remit and on the amount of work needed to meet targets on time. Generally speaking however, each member should expect to be able to commit to undertaking at least one significant piece of work each year and should assume that actions will be assigned after each task group meeting.

Task group members do not necessarily require direct expertise; membership can be a personal development opportunity. However, it is expected that members will commit to ensuring that the remit of the task groups is fulfilled.

The time commitment will typically include:

- Attendance at meetings
- Undertaking task group activities (this could include desk based research, visits to other sites, writing reports)
- Occasional email discussion/suggestions to colleagues as requested between meetings.

If you are interested in joining one of Customer Service Group UK Tasks Groups, please look at the task group remits on the [CSGUK website](#) and email the Chair of the relevant task group giving a few lines of information about yourself i.e. your current position and interests, plus the skills and experience that you could bring to one of the task groups.