

## Job description

Ref: 50051788

*NOTE This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job Holders should be consulted over any proposed changes to this job description before implementation.*

**Job Title:** Library Customer Service Assistant

**Reports to:** Weekend Services Manager

**Grade:** NG3

**Purpose:** To support the Customer Experience Manager in the provision of an effective and customer-oriented service to staff and students.

### ***PRINCIPAL ACCOUNTABILITIES***

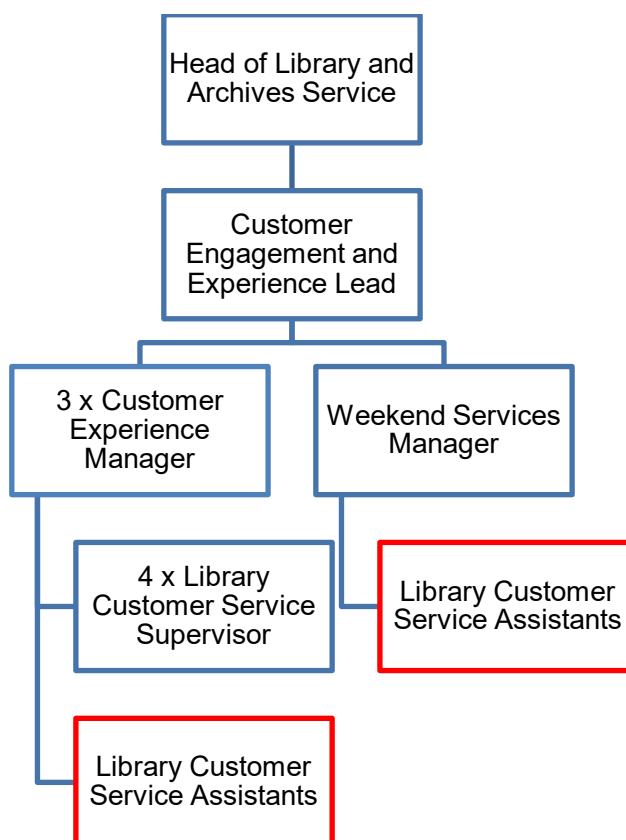
1. As the first point of contact for students, colleagues and visitors provide an excellent University student and staff experience within the Library or Student Hub at various service points in person and online. Striving to resolve queries as much as possible at the first point of contact and referring to other departments when appropriate.
2. Actively seek out information and build up an understanding and knowledge of the Library and Student and Academic Services. Be aware of changes and developments within the services.
3. Carry out workflows and procedures that ensure the Library provides a high quality and consistent service to students, colleagues and visitors.
4. Take an active role in teams, working groups and projects running both within the Customer Service Team, across the Library and in Student and Academic Services. This includes participation in meetings, activities and work to support these groups.
5. Take responsibility for a specific area or group of tasks within the Library or wider Student and Academic Services. For example: marketing, wellbeing collection and staff engagement and training.
6. Support the work of other teams including Academic Liaison, Content and Digital Services, the Student Hub and our colleagues at other locations.

7. Undertake tasks and maintain responsibility for the Library spaces, including the stock and furniture. This includes an awareness of Health and Safety issues, such as manual handling and reporting functions.
8. Undertake any other duties as appropriate within their competence as required by the Customer Experience Manager from time to time.

## **CONTEXT**

The post holder is part of a Customer Service team (c.30 people) who deliver high quality customer support across the libraries. They will be actively involved in helping students engaged in studying a wide variety of subject areas from short courses to PhD level. Library Customer Service Assistants are expected to work as a team to deliver effective, customer focused, and consistent services.

Each member of the team is normally given responsibility for particular areas, although they will be expected to share workloads during staff absence. These particular responsibilities may change over time, and in line with priority activities identified by the Customer Experience Manager or Weekend Services Manager.



The Library and Archives Service (LAS) comprises around 50 people, working in the following teams:

- Academic Liaison and Learning Development
- Content and Digital Services
- Customer Service
- Development and Planning
- Library Operations and Services
- University Records and Archives

LAS is part of Student and Academic Services (SAS). SAS provides professional, efficient, effective and consistent researcher and student-focused support and services across the University's main sites in the West End and at Harrow. It leads on professional support for a wide range of governance, research, learning and wellbeing interventions that enhance the experience of students, staff and alumni throughout their relationship with the University.

The post holder should normally be able to undertake duties involving physical effort, such as lifting books and pushing loaded trolleys. For this reason, the University's course in manual handling techniques is mandatory for Library colleagues (unless this training has been completed elsewhere).

All SAS appointments are made on the understanding that colleagues will serve at any of the service points should the need arise. Post holders must work in accordance with agreed service levels.

### ***DIMENSIONS***

The Library teams operate in four locations with two groups in the West End and one at Harrow.

Customer Service Team members can be scheduled for work at any University library over a seven day week (e.g. including Saturday and Sunday) between the hours of 8:30am and 8:00pm. No premium rates, additional remuneration or time off in lieu is made to staff required to work on Saturdays or Sundays as part of their normal core of hours. Details will be agreed prior to contract issue.

## **PERSON SPECIFICATION**

	<b>Essential criteria</b>	<b>Desirable criteria</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to at least GCSE level (or equivalent) in English and Maths.</li> <li>• Demonstrable experience and relevant skills may be acceptable in place of formal qualifications.</li> </ul>	
<b>Training and experience</b>	<ul style="list-style-type: none"> <li>• Experienced and accomplished in customer service.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working of working in a library.</li> </ul>
<b>Aptitude and abilities</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Strong verbal and written communication skills.</li> <li>• Ability to be an active and effective team member.</li> <li>• Accuracy and attention to detail.</li> <li>• The ability to prioritise tasks and solve problems.</li> <li>• Confident in making decisions based on experience and knowledge of procedures.</li> <li>• Good organisation skills and the ability to maintain a consistently high standard whilst meeting agreed deadlines.</li> <li>• A good spread of relevant IT skills and knowledge.</li> <li>• Flexibility and a willingness to undertake a variety of tasks.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Flexibility to work out of hours on occasion to meet user or service expectations.</li> <li>• A curiosity and willingness to learn and develop.</li> <li>• Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.</li> </ul>	