

## Job description

Ref:

*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:** Student Centre Customer Service Assistant

**Reports to:** Customer Experience Manager

**Grade:** NG3

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

## **PRINCIPAL ACCOUNTABILITIES**

1. As the first point of contact for students, colleagues and visitors provide an excellent University student and colleague experience within the Library and Student Centre 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 Student and Academic Services, including the Library. Be aware of changes and developments within the services.
3. Under the supervision of a Student Centre Customer Service Supervisor or the post's line manager, carry out workflows and procedures that ensure the Student Centre and 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 Student Centre, Library or wider Student and Academic Services. Examples of groups include: Marketing, Wellbeing Collection and Staff Engagement.
6. Carry out tasks and provide information to support the work of other related teams including Academic Engagement and Learning Development, Content and Digital Services, Student Centre partners and Customer Service colleagues at other locations.

7. Undertake tasks and maintain responsibility for the Student Centre and 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**

Student and Academic Services (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, colleagues and alumni throughout their relationship with the University.

SAS is a large and complex Directorate, organised into six clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archives Service
- Research and Knowledge Exchange Office
- Student Support and Residential Life

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

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

The post holder is part of a Customer Service team (c.30 people) who deliver high quality customer support across the student centres and libraries. They will be actively involved in helping students engaged in studying a wide variety of subject areas from short courses to PhD level. Student Centre 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 colleague absence. These particular responsibilities may change over time, and in line with priority activities identified by the Customer Experience Manager or Weekend Services Manager. Student Centre Customer Service Assistants will also work closely with the Customer Service Supervisors, who will support all aspects of their work.

The Library and Archives Service makes a significant contribution to the University's key metrics, including NSS, TEF, KEF and REF and supports the University in meeting its statutory

obligations in relation to information compliance.

SAS is committed to developing the skills and capabilities of its colleagues through a proactive programme of staff development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.

The University requires all post holders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment together with their potential impact on both individual work and that of others. 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).

## ***DIMENSIONS***

The Library and Archives Service operates in four locations with two groups in the West End and one at Harrow. All SAS appointments are made on the understanding that colleagues will work at any of the service points should the need arise. The nature of this post means that the post holder will be expected to make regular visits to all libraries and other University buildings.

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 colleagues 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 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><li>• Experience in administration tasks, such as handling data, project support, scheduling meetings and minute taking.</li></ul>	<ul style="list-style-type: none"><li>• Experience of working of working in a library or student support role.</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>	