

## Job Description

<b>Job title</b>	Customer Experience Supervisor
<b>School / department</b>	Library Services
<b>Grade</b>	4
<b>Line manager</b>	Customer Experience Librarian (Ealing)
<b>Responsible for</b>	Customer Experience Assistants (x2)

### Main purpose of the job

Assume full operational and management responsibility for a team of Customer Experience Assistants covering shift patterns based around the scheduled hours of the library service. Ensure the delivery of consistent and high quality customer services and maintenance of the study environment by managing and supervising staff engaged in such activities.

### Key areas of responsibility

1. Manage a team of Customer Experience Assistants including recruitment, induction, monitoring of sickness and annual leave, appraisals and objective setting, ensuring appropriate performance standards are maintained and learning and development needs met.
2. Manage workflow and procedures by allocating work to staff, ensuring deadlines and targets are achieved
3. Assist the Customer Experience Librarian in preparing staff rosters for all service and roaming points, ensuring adequate and appropriate staffing levels and maximising the use of self service equipment
4. Working with the Customer Experience Librarian (Ealing) to set and monitor performance standards and hold staff directly line managed to account
5. Manage the daily operation of a timetable/rota that ensures cover for the library service points including in the event of sickness/absence as necessary.
6. Assist customers with general, directional and procedural information delivered face-to-face (including roving), by telephone, email or social media. General enquiries will include assistance in using the Library Catalogue and search systems, access to electronic resources, assistance in the use of self service functions and basic IT enquiries. A working knowledge of the services provided by other central service departments/front line services will also be required in order to redirect enquires appropriately.
7. Provide first-line support to users requiring assistance with the University's IT systems, including wireless connectivity, access to the VLE, virus management and general advice as needed.

8. Working within the limits of own expertise, identify when to refer specialist or complex enquiries to appropriate colleagues, ensuring that these referrals are managed appropriately, and correct escalation processes are followed in order to resolve incidents.
9. Help deliver Library tours for Library visitors and student orientations as required.
10. Manage team of Assistants around the site who have been rostered for the particular shift, co-ordinating reshelving, enquiry support and stock processing activities to meet peaks and troughs of demand. Ensure working hours are recorded accurately for the team.
11. Ensure self-service kiosks and book sorter are operational, refilling receipt rolls etc as required, escalating issues to third-party supplier and/or IT Services as required
12. Help ensure that library users adhere to the agreed codes of behaviour for the Library zoning areas, obtaining support from managers if required.
13. Take responsibility for helping maintain a suitable Library environment by keeping the Library space and furniture tidy, carrying out shelving, tidying desks of waste paper, plastic bottles etc and report faulty equipment and housekeeping complaints to management.
14. Carry out routine network and Library user account administration duties, checking registration details as required, creating and maintaining Library accounts, dealing with access for external Library visitors and resetting network passwords as required.
15. Undertake clerical duties such as scanning, photocopying and maintaining stationery supplies.
16. Undertake a programme of continuing personal development, including development of specialist skills and knowledge required for particular service areas.

In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

#### **Dimensions / back ground information**

Although based at a particular campus, the post holder is required to work at any of the University sites as necessary.

We reserve the right to require specific clothing to be worn as part of this role, e.g. branded university tops. Name badges will also be required to be worn at all times.

You will be expected to volunteer for fire marshall or first aider duties for which training will be provided.

Annualised hours will be applied to this role.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications and/or membership of professional bodies</b>	Minimum of 2 A Levels or equivalent	First degree or equivalent
<b>Knowledge and experience</b>	<p>Some experience of staff or team supervision and management</p> <p>Experience of working in a customer care environment</p> <p>Awareness of equality and diversity issues relating to customer care</p>	<p>Awareness of the typical range of IT and information resources available in Higher Education libraries</p> <p>Experience of working in a Library or information environment.</p>
<b>Specific skills to the job</b>	<p>Ability to motivate and line manage a team, holding individual performance to account</p> <p>Excellent customer service skills;</p> <p>Excellent interpersonal skills</p> <p>Excellent verbal and written communication skills</p> <p>Ability to use and demonstrate a range of software applications, including MS Office and social media</p> <p>Ability to use a variety of IT hardware, including PCs and mobile devices</p> <p>Willingness to learn and use new ICT technologies</p>	
<b>General skills</b>	A flexible and proactive approach to work	

	<p>Team player capable of working with minimum supervision and providing team leadership and motivation</p> <p>Good clerical skills with the ability to perform tasks accurately with attention to detail</p> <p>Ability to problem solve on the spot and apply lateral thinking</p> <p>Good negotiation and persuasion skills</p>	
Other	<p>Willingness to undertake training and development in customer care, first aid, fire safety and health and safety processes.</p> <p>Comply with all of the University’s procedures, policies and regulations, especially those relating to data protection, legal and statutory compliance, information security, IT change control, health and safety and procurement.</p> <p>Positive outlook and commitment to the University values and behaviours</p> <p>Willingness to work flexibly, as the service requires, with some occasions of weekend and evening attendance</p>	
Disclosure and Barring Scheme	This post does not require a DBS check	
<p><b>Essential Criteria</b> are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p><b>Desirable Criteria</b> are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		

