Job Description

Job title	Customer Experience Supervisor
School / department	Library Services
Grade	4
Line manager	Customer Experience Librarian (Ealing)
Responsible for (direct reports)	Library Student Assistants and supervision of Apprentice Library Services Assistants and Customer Experience Assistants.
Date of creation or review	10/03/2025

Main purpose of the job

Operational responsibility for a team of Library Student 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 supervising staff engaged in such activities. The role also requires the postholder to assume operational responsibility for specific areas of wider library service activity, and to provide further support to colleagues in additional operational areas for which full training will be provided.

Key areas of responsibility

Staff Supervision

1. Supervise a team of Library Student Assistants including liaison with UWL Talent Bank, induction, monitoring of sickness and annual leave ensuring appropriate performance standards are maintained and learning and development needs met.

2. Manage the workflow of a team of Assistants around the site who have been rostered for shifts; co-ordinating their work and ensuring deadlines and targets are achieved.

3. Assist the Customer Experience Librarian in preparing and updating staff rosters for all library service points, ensuring adequate and appropriate staffing levels each day including in the event of sickness/absence as necessary.

Front Line Service Supervision

4. Assist customers with general, directional and procedural information delivered face-to-face, by telephone, email or social media. Enquiries will include assistance in using the library search systems, access to Digital Library, assistance in the use of self-service functions and basic IT enquiries.

5. 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 to resolve incidents.

6. Help deliver Library tours for Library visitors and student orientations as required.

7. Take responsibility for helping to maintain a suitable Library environment including that library users adhere to the agreed standards of behaviour and helping to keep the library space and furniture tidy and carrying out shelving of resources.

8. Carry out routine network and Library user account administration duties, for example checking registration details as required, creating and maintaining Library accounts and dealing with access for external Library visitors.

Support Wider Library Service Operations

9. Working alongside and in support of Library Service managers, take operational responsibility for identified cross service areas which may include: -

   i. Support the digitisation and alternatives format service to meet the needs of academic colleagues and students
   ii. Support the delivery of induction activities for the Ealing campus
   iii. Working with a team of Student Library and IT Assistants, undertake programmes of User Experience (UX) research, undertaking quantitative and qualitative data analysis and producing reports on findings.
   iv. Support the reservations service to meet the needs of students and other users of the library

10. Assist colleagues in our Customer Experience, Academic Support and Content and Scholarly Communications teams on specific projects and working groups and otherwise support work across the library service.

11. Undertake a programme of continuing personal development, including development of specialist skills and knowledge required for 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 / background information
Although based at a particular campus, the post holder is required to work at any of the University sites as necessary.   The postholder 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 or Desirable[1]	Demonstrated[2]		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Minimum of 2 A Levels or equivalent	Essential			
Knowledge and experience	Experience of working in a library, information, IT or customer care environment	Essential			
	Awareness of equality and diversity issues relating to customer care	Essential			
	Some experience of staff or team supervision and management	Essential			
	Awareness of the typical range of IT and information resources available in Higher Education libraries	Desirable			
Specific skills to the job	Ability to motivate and line manage a team, holding individual performance to account	Essential			
	Excellent customer service skills	Essential			
	Excellent interpersonal skills	Essential			
	Excellent verbal and written communication skills	Essential			
	Ability to use and demonstrate a range of software applications, including MS Office and social media	Essential			
	Ability to use a variety of IT hardware, including PCs and mobile devices	Essential			
	Willingness to learn and use new ICT technologies	Essential			

General Skills	A flexible and proactive approach to work	Essential				
	Team player capable of working with minimum supervision and providing team leadership and motivation	Essential				
	Good clerical skills with the ability to perform tasks accurately with attention to detail	Essential				
	Ability to problem solve on the spot and apply lateral thinking	Essential				
	Good negotiation and persuasion skills	Essential				
Other	Willingness to undertake training and development in customer care, first aid, fire safety and health and safety processes.	Essential				
	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.	Essential				
	Positive outlook and commitment to the University values and behaviours	Essential				
	Willingness to work flexibly, as the service requires, with some occasions of weekend and evening attendance	Essential				

Disclosure and Barring Scheme   Is a DBS Check required: DBS (This post does not require a DBS check)

Before making a selection, please refer to the University's Disclosure and Barring Checks Guidance for Staff and Criminal Convictions, Disclosures and Barring Staff Policy and Procedure. If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

[1]**Essential Criteria** 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.

Desirable Criteria 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, to determine which applicants to shortlist.

[2] **Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.