

University of London Job Specification

Job Title: Library Customer Service Assistant (x5)
Department: Senate House Library (SHL)
Section: Library Customer Services
Level: 02 (CTS)

Job Purpose:	To provide support to the Library Customer Services team providing a range of excellent customer-facing services to internal and external users of Senate House Library.	
Job Content:		%
<p>Activities</p> <ol style="list-style-type: none"> 1. As part of the Library Customer Services team, deliver a range of front of house Library advice services across the full range of designated service points (online or in person) on a rota basis. This may involve working evenings and weekends, and includes activities primarily (but not limited to): <ol style="list-style-type: none"> a) Welcome / First Point of Contact duties including: provision of a positive first impression for users in line with Customer Service Excellence guidelines; issue of relevant library promotional literature; provision of wayfinding advice; ensuring visitors meet their sponsor or are directed to an appropriate location; registration / renewal of Library membership; escalate technical and research-focused enquiries to the appropriate officer(s). b) Enquiry Desk duties including: issue, return and renewal of materials; processing of library notices; processing requests for materials held in closed onsite and offsite stores; support with ordering or fetching items; liaison with IT operational support to resolve technical enquiries; support, advise and direct users towards online discovery systems, the catalogue and the Library website; escalate research-focused enquiries to the appropriate officer(s). c) Special Collections / Invigilation including: provision of invigilation service in Special Collections Reading Room, ensuring document handling protocols are adhered to by users; process requests for material; retrieval and return of items; escalate research and re-use focused enquiries to the appropriate officer(s). 		

<p>d) Remote services including: respond to enquiries from users including face-to-face, telephone, email and online; escalate complex enquiries to the appropriate officer(s).</p> <p>e) Duty Service Officer including: point of escalation for daily operational issues; hourly floor-walking and reading room spot check invigilation; flexing the day's rota according to operational need; point of contact with senior managers for further escalation of operational issues.</p> <p>2. Contribution to the delivery of back-office processes and procedures, including (but not limited) to retrievals and returns, processing new acquisitions, inter-library loans, digitisation requests and the gathering, collation and provision of required management data around service Key Performance Indicators (KPIs) and Service Level Agreements (SLAs).</p> <p>3. Any other duties consistent with both the grade and scope of the post or as reasonably required of the post holder by the reporting manager.</p> <p>Behaviours</p> <p>1. Deliver excellent customer service at all times in line with Library policy and procedure, Customer Service Excellence standards, and freedom within a framework approach to decision making.</p> <p>2. Actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible.</p> <p>3. Consistently demonstrate 'responsive, inclusive, knowledgeable and friendly' behaviours in line with our Quality Service Definition.</p> <p>4. Maintain an awareness and observation of fire and health and safety regulations and contribute to the Library's accessibility programme.</p> <p>5. Maintain an awareness and observation of current GDPR, Copyright and Freedom of Information policies and guidelines.</p> <p>Personal Development</p> <p>1. Ensure a development plan is discussed and agreed annually as part of an appraisal process, and is reviewed after six months.</p> <p>2. Visit other institutions to appraise and assess alternative ways that customer service is delivered, ensuring that appropriate feedback or findings is provided to Library staff.</p> <p>3. Undertake training and development activities appropriate to the role.</p>	
<p>Reports to:</p> <p>Responsible for:</p>	<p>Library Customer Services Supervisor</p> <p>N/A</p>
<p>Additional demands of the role:</p>	<p>The potential to work evenings and Saturdays in accordance with service demands and managed via the team rota.</p>

Person Specification

EXPERIENCE & PERSONAL QUALITIES

Essential:

- Approachable, friendly and helpful manner.
- Ability to deliver excellent customer service in a team environment.
- Previous experience of working in a customer facing role, preferably in an academic institution.
- Excellent organisational skills demonstrating a methodical approach to work and attention to detail.
- Excellent interpersonal and communication skills, able to engage effectively and work with a range of audiences from academics to members of the public.
- Demonstrable experience of working in a busy customer facing role.
- Effective team player, with equal ability to work independently.
- Excellent time management skills and ability to prioritise and deliver activities in line with team and organisational priorities.
- Flexible approach with a pro-change attitude.
- Ability to positively and pro-actively resolve a range of problems.

Desirable:

- Previous practical experience of customer service in a library or similar context.
- Willing to question existing practices and suggest improvements to processes and solutions aimed at resolving problems.
- General interest in academic research.

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Ability to interrogate library management and resource discovery systems and advise on their use.
- Excellent IT literacy, including experience of using desktop operating systems and software packages (e.g. Windows systems, Microsoft Office, email systems, Library Management Systems etc.).

Desirable:

- Experience of advising non-technical customers on particular aspects of Library Services (incl. any of the following – Special Collections / Invigilation: Enquiry Desk; Welcome / First Point of Contact; Remote services).
- Interest in developments in best practice within library customer services.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

- No specific educational qualifications are required, but the post holder must be numerate and literate to the standards required by the activities of the role.

Desirable:

- Experience of academic libraries or equivalent.
- Commitment to continuing professional development in an information service.

Competency Requirements	Essential	Desirable
Academic Community focus	A	
Adapting to change	B	
Creativity and innovation	B	
Customer focus	B	
Interpersonal understanding	B	
Organisational commitment	B	
Proactivity and planning	A	
Problem solving and decision making	B	
Resilience	B	
Staff development and commitment to learning	B	
Stakeholder focus	A	
Working collaboratively with others	B	
Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency. For further information on each of the competencies and relevant levels, please refer to the University's Competency Model http://www.london.ac.uk/5258		