



Job title	Customer Service Adviser	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	UoN Libraries	Location	George Green Library, University Park

Purpose of role

To provide a consistently excellent service as a member of our front-line library team. To work confidently and proactively with a diverse mix of customers encouraging them to explore our services, identifying relevant print and digital resources, promoting best practice and troubleshooting problems. To share our ethos that we Aspire to be WISE: Welcoming, Inspiring and Supportive of Everyone.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>To provide a comprehensive frontline help and enquiry service (physical and virtual) including welcome and orientation support for students at key times of the year</p> <ul style="list-style-type: none"> ▪ maintain and develop a good knowledge and understanding of library services (including basic IT services) and be able to answer a broad range of enquiries, by phone, online and face to face ▪ maintain and develop a good knowledge of the relevant information resources (both print and digital) in certain subject areas ▪ know how to access a wide range of different types of resources, provide guidance on usage and troubleshoot common problems ▪ offer help and advice in a friendly and efficient way using good questioning skills to identify good solutions ▪ understand and use the appropriate referral routes for more complex queries ▪ actively promote and support the use of library resources and services, offering help appropriately ▪ maintain and develop a good knowledge of the sources of self-help available for customers ▪ maintain and develop a working knowledge of accessibility issues relevant to library buildings and services ▪ work constructively within and across teams to deliver the best service possible, responding flexibly to changing service needs 	30%
2	<p>To support the efficient running of library services including lending and self-service, equipment loans, inter-library loans, printing, copying, scanning, AV and IT equipment</p> <ul style="list-style-type: none"> ▪ Use the access management and security systems to ensure appropriate use of services and resources 	30%

	<ul style="list-style-type: none"> ▪ Support the self-service machines and the issue, return and renewal of library materials on the library management system ▪ Use the library management system accurately, efficiently and within UoN Libraries and University guidelines ▪ Work confidently with financial transactions and take payments by cash, cheque or cards. Check transactions on Campus Solutions and Agresso as necessary ▪ Support and troubleshoot common problems with a wide range of equipment e.g., print/copy/scan devices, AV and IT equipment, specialist microform readers 	
3	<p>To actively demonstrate a commitment to high quality service delivery</p> <ul style="list-style-type: none"> ▪ respond positively to customer feedback ▪ actively communicate with customers and colleagues to ensure delivery of the best service possible ▪ actively identify and promote best practice ▪ contribute to the review of services, highlighting any discrepancies or improvements that might be made ▪ maintain an awareness of library services as they develop 	10%
4	<p>To deputise for the Senior Library Adviser when required so that services continue to run efficiently. To support the Senior Library Adviser by assisting in the training of new or existing staff.</p>	10%
5	<p>To assist in the day-to-day management of library materials and equipment</p> <ul style="list-style-type: none"> ▪ Shelve and shelf tidy library items, including heavy books according to Library of Congress classification schemes ▪ Retrieve and process any requested items or new stock, ensuring that they are available in line with expected timelines ▪ Carry out moves of library materials ▪ Actively maintain a safe working environment, escalating issues where appropriate ▪ Receive, check and distribute mail 	5%
6	<p>To understand how the Library interacts with other University stakeholders e.g. Disability and Academic Support, Security, Estates, Finance, Nottingham Hospitality. To know who the key contacts are across the Library and the University and know when and how to refer to them.</p>	5%
7	<p>To ensure that library customers adhere to the regulations about behaviour in order to maintain an acceptable standard and a suitable learning environment in the library.</p>	5%
8	<p>To pursue a programme of continuing personal development, including development of specialist skills and knowledge required for the role. Attendance outside the role holder's normal working hours may be required.</p>	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Excellent verbal and written communication skills enabling you to work confidently and effectively with a wide range of customers ▪ Proven ability to work effectively and efficiently both when alone and as part of a team ▪ Proven ability to work accurately and pay attention to detail ▪ Evidence of an ongoing commitment to update your knowledge and gain new skills quickly 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Proven ability to deliver a friendly, helpful service in a busy environment, dealing confidently with a variety of customer service demands ▪ Proven ability to work with customers to identify their needs and recommend solutions, including the skills to work with complex and/or unfamiliar language/vocabulary ▪ Proven ability to proactively offer support and promote services to customers ▪ Good knowledge of using core IT systems (e.g., Microsoft Office applications, email, internet) to support your own work and to troubleshoot basic IT enquiries ▪ Evidence of a positive, flexible approach to delivering a consistently excellent service 	<ul style="list-style-type: none"> ▪ Good knowledge of Alma or a comparable library management system ▪ Good knowledge of the types of information resources and services relevant to University libraries ▪ Significant relevant library experience in a face-to-face role giving a good understanding of core services ▪ Experience of supporting students and academics using print and digital information resources ▪ Experience of working with students in higher education ▪ Experience of using a till and taking card payments ▪ Experience of supporting high demand frontline equipment such as printers, scanners, copiers, AV equipment ▪ Experience of supporting informal training of staff
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Good standard of education evidenced by A-levels, GCSE Maths and English at grade C or above, or equivalent or significant relevant work experience demonstrating a comparable educational standard 	<ul style="list-style-type: none"> ▪ NVQ level 2-3 Information and Library Services or Customer Services

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others

