Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Customer Service Adviser</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 2</th>
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</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>UoN Libraries</td>
<td>Location</td>
<td>Hallward Library</td>
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**Purpose of role**

You will be part of a team that gives a warm welcome and a great experience to our customers - both in person and virtually. You will work flexibly and proactively to identify when someone may need assistance - always providing a friendly service. You will support the efficient running of our Library services and ensure that the library is a safe and inclusive environment for all.

We welcome people from different cultures, ethnicities and beliefs and are currently working towards increasing the diversity of our department. Our city is known and loved for its diversity and we would particularly encourage applications from Black, Asian and Minority Ethnic backgrounds to better reflect the diverse community we serve.

**Main responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

| % time per year |  
|-----------------|---
| 35%             |  

1. You will be part of a team that gives a warm welcome and a great experience to our customers - both in person and virtually
   - 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
   - Know how to access a wide range of different types of resources and provide guidance on usage.
   - Actively promote and support the use of library resources and services, offering help where appropriate and highlighting any discrepancies or improvements that might be made.
   - Work constructively within and across teams to deliver the best service possible, responding flexibly to changing service needs
   - Assist library customers to understand and adhere to the library regulations in order to maintain a productive learning environment in the library.

2. You will support the efficient running of library services including lending and self-service, equipment loans, inter-library loans, printing, copying, scanning, AV and IT equipment
   - Use the access management and security systems to ensure appropriate use of services and resources
   - Support the self-service machines and the issue, return and renewal of library materials on the library management system
   - Work confidently with financial transactions
<table>
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<tr>
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<th>Support and troubleshoot common problems with a wide range of equipment e.g. print/copy/scan devices, AV and IT equipment, specialist microform readers</th>
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| 3 | **You will demonstrate a commitment to high quality service delivery**  
- Actively communicate with customers and colleagues to ensure delivery of the best possible service  
- To know who the key contacts are across the Library and the University and know when and how to refer to them e.g. Disability and Academic Support, Security, Estates, Finance, Nottingham Hospitality.  
- Demonstrate commitment to continuing personal development, including development of skills and knowledge relevant to the role. Attendance outside the role holder’s normal working hours may be required. |
| 4 | **You will deputise for the Senior Library Adviser when required so that services continues to run efficiently.**  
- Support the Senior Library Adviser by assisting in the training of new or existing staff. |
| 5 | **You will assist in the day-to-day management of library materials and equipment**  
- 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 |
## Person specification

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Skills</strong></td>
<td><strong>Knowledge and experience</strong></td>
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| ▪ You will have good verbal and written communication skills enabling you to work confidently and effectively with a wide range of customers  
▪ You will have an ability to work effectively and efficiently both when alone and as part of a team | ▪ You will have experience of offering a friendly, helpful service in a customer environment, dealing confidently with a variety of customer service demands  
▪ You will have a 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 | ▪ 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  
▪ Good knowledge of Alma or a comparable library management system  
▪ Good knowledge of the types of information resources and services relevant to University libraries |
| **Qualifications, certification and training (relevant to role)** | ▪ You will have relevant work experience and a good standard of education including GCSE Maths and English at grade C or above |

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 workforce 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 friendly, engaging, and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

Taking ownership
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity and Inclusion and other considerations.

Forward thinking
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

Professional pride
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

Always inclusive
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others