



Job title	Senior Library Adviser/Senior Customer Service Adviser	Job family and level	Administrative, Professional and Managerial Level 3 Part-time 30hrs per week
School/ Department	UoN Libraries (Student Support)	Location	Jubilee Campus Libraries

Purpose of role

As a Senior Customer Services Adviser, you will be leading a team in front line customer services within Libraries. Working flexibly, you will proactively manage the efficient running of a wide range of services at one or more sites, ensuring that the library is safe and inclusive for all. You will lead a team of staff that deliver a warm welcome and a great experience to our customers – both in person and virtually.

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 those who are currently underrepresented in Libraries, such as racially minoritised people, to better reflect the diverse community we serve.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Being responsible for the day-to-day delivery of high quality, frontline library services you will: <ul style="list-style-type: none">▪ be the key contact at the site, taking responsibility for the library in the absence of senior staff▪ liaise regularly with senior staff so that there is a coordinated approach to service delivery across sites▪ understand the appropriate referral routes for those queries/issues that cannot be dealt with locally▪ take responsibility for the banking and auditing arrangements of all card transactions▪ use your own initiative and discretion (within guidelines), to maintain high quality services to our customers. Services include front of house welcome, access control, opening hours and security; a wide range of lending services; efficient provision of study space including room bookings; support for collection management activity; and library building management including health & safety activity	40%

2	<p>As a line manager, developing and supporting your team is a key part of your role. You will:</p> <ul style="list-style-type: none"> ▪ manage your team proactively to provide excellent customer service, ▪ role-model good behaviour whilst responding positively to customer feedback ▪ provide informal feedback, formal appraisals, and support with general HR issues ▪ organise tasks efficiently, arranging staff rotas and extra hours payments ▪ lead on the recruitment of CS Library Advisers and contribute to the delivery of staff training ▪ implement procedures to ensure that staff, customers and building contents comply with current health and safety legislation. 	35%
3	<p>Working proactively to continually improve and develop services you will:</p> <ul style="list-style-type: none"> ▪ actively demonstrate a commitment to high quality service delivery ▪ contribute to the review of services, highlighting any discrepancies or improvements that might be made ▪ contribute to projects to review and develop services ▪ maintain an awareness of library services as they develop ▪ liaise with staff from other sites and sections to provide an integrated and consistent service ▪ ensure that library customers adhere to the regulations about behaviour in order to maintain a suitable learning environment in the library 	15%
4	<p>You will write clear documents (within our guidelines) supporting service delivery by:</p> <ul style="list-style-type: none"> • drafting procedures and training materials for staff so that they are able to deliver excellent customer service • drafting publicity in a variety of formats to promote awareness of services to a wide range of customers 	5%
5	<p>You will pursue a programme of continuing personal development by:</p> <ul style="list-style-type: none"> • developing your own skills and knowledge required for the role. Attendance outside the role holder's normal working hours may be required. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • A commitment to deliver a professional service to students and staff • Good written and verbal communication skills • Effective time management and organisational skills including workflow management • Ability to work on own initiative and as part of a team • Ability to work accurately and pay attention to detail • Good IT skills (experience with Microsoft Office) • Flexible approach to working across our Libraries 	<ul style="list-style-type: none"> • Change management skills • Awareness of business continuity procedures and processes • Knowledge of basic Library reference sources and techniques
Knowledge and experience	<ul style="list-style-type: none"> • Supervisory experience • Evidence of team development • Experience of training and motivating staff • Experience of self-development within a changing customer environment 	<ul style="list-style-type: none"> • Relevant experience in a library or an academic environment • Experience of staff recruitment • Knowledge of health and safety legislation
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> • Good standard of education including GCSE Maths and English at grade C or above, or equivalent 	<ul style="list-style-type: none"> • A Levels/degree or equivalent in a relevant subject • Associate of Chartered Institute of Library and Information Professionals (ACLIP) • Post-graduate library qualification



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

