

<b>Faculty/Service</b>	<b>Library and Student Services</b>
<b>Section</b>	<b>Student Experience</b>
<b>Post Designation</b>	<b>Customer Service Advisor</b>
<b>Grade</b>	<b>3</b>
<b>Post to which directly responsible</b>	<b>Customer Services Team Leader</b>
<b>Posts for which directly responsible</b>	<b>None</b>

**Purpose of Job**

To provide library advice, guidance and support to students on using learning resources, IT and equipment to support their studies through a tiered service model.

To deliver and develop student facing library services, creating a welcoming experience, maximising access to our collection and advice.

**Responsibilities**

1. To deliver and develop student facing library services, including the welcome experience, lending services, maximising access to resources, advice and membership services.
2. To provide frontline advice and guidance to students on accessing and using learning resources, IT systems and software, and equipment to support their education, both face to face and remotely, referring to specialists when necessary.
3. To deliver exceptional customer service, ensuring a consistent, high quality user experience.
4. To provide guidance and advice by interpreting guidelines from other teams and using problem solving techniques to find solutions at the first point of contact.
5. To deliver administrative support for a range of Customer Service functions including lending, invoicing, membership services and IT access for students.
6. To proactively work with colleagues to ensure continuity of service, and building strong working relationships within and across teams, sharing information and expertise.
7. To use a range of systems and equipment accurately and confidently to deliver and develop services. These may include library management, information resource, financial and learning systems.
8. To provide excellent customer service at all times, communicating in a friendly and helpful way, tailored to the needs of the user.
9. To provide support for wider Student Experience and Library and Learning Services projects and services.
10. To develop knowledge and skills, share expertise and train new or existing staff or placements.
11. To provide a high quality, continuously improving, customer focused service through collating and analysing data and feedback and via maintaining an awareness of library and Higher Education developments.
12. To represent Library and Learning Services in a positive and professional way, participating in library and university events such as clearing, open days, welcome, graduation and other relevant events.
13. Know how and when to refer to other stakeholders across Library and Learning Services and the University, understanding how the team supports and interacts with them and who the key contacts are.
14. Any other duties commensurate with the grade.

**Equal Opportunities**

We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.

<b>Health and Safety</b>
You will maintain a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health & Safety policy/local rules/Codes of practice relating to Health and Safety.
<b>Physical Conditions</b>
The Customer Service Team works across both City and Headingley campuses. A limited amount of home working may be possible. Appointment is to Library and Learning Services and the postholder will be expected to work flexibly across services and work locations as appropriate.
<b>Relationships</b>
The postholder will work closely with staff and managers across the service and will work with and support the academic, administrative, technical and managerial staff of the University.
<b>Terms &amp; Conditions</b>
Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors), and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.  Salary is currently within Grade 3 (£). On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.  Annual leave entitlement begins at 26 days. Hours of work per week = 37 to include a weekend day and Bank Holidays in term time.
<b>Probationary Period</b>
Appointment to this position may be subject to a probationary period of up to 6 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.
<b>Pre-employment Health Assessment</b>
Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.
<b>Qualifications</b>
In accordance with our pre-employment processes, it is University policy to verify qualifications for successful candidates. We will need evidence of those qualifications required by the employee specification and claimed on the application form.
<b>Closing Date</b>
xxx (midnight)
Please complete an online application. If you are unable to complete an online application, please contact the HR Recruitment Team on either 0113 8121821 or <a href="mailto:HRrecruitment@leedsbeckett.ac.uk">HRrecruitment@leedsbeckett.ac.uk</a> who will be able to provide you with a hard copy application form.

<b>Post Title</b>	<b>Customer Service Adviser</b>	<b>Grade 3</b>
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

<b>Qualifications, Skills, Experience &amp; Knowledge</b>	<b>Essential</b>	<b>Method of Assessment</b> (Application/ Interview/Test/Other)
1. Degree and/or experience of working in a customer facing service, demonstrating an ability to provide consistently high standards of customer care.	✓	Application/Interview
2. Experience of supporting customers in using media equipment, such as cameras and recording equipment	✓	Application/Interview
3. Strong IT skills, with experience demonstrating knowledge of a wide range of systems	✓	Application/Interview/ Test
4. Ability to explain technologies and complex topics simply and clearly to non-specialists face to face, by phone, and via other technologies.	✓	Application/Interview
<b>Performance Attributes</b> Please note that all the following criteria are <b>essential</b> .		<b>Method of Assessment</b> (Application/ Interview/Test/Other)
<b>PLANNING &amp; ORGANISATION</b>		
5. Ability to organise self or others, taking a flexible approach to changing priorities or unexpected situations.		Application/Interview
<b>SERVICE DELIVERY</b>		
6. Ability to collect and use information and feedback to support others in making recommendations about services and informed decisions about change.		Application/Interview
<b>TEAMWORK</b>		
7. Ability to work collaboratively with colleagues to ensure service provision is maintained and to build strong working relationships.		Application/Interview
<b>CREATIVITY &amp; INNOVATION</b>		
8. Ability to use a range of problem solving techniques, to think creatively when presented with complex requests and to know when to refer on to others.		Application/Interview
<b>LEARNING &amp; DEVELOPMENT</b>		
9. Evidence of commitment to training and continuing professional development, both for yourself and for sharing new skills and knowledge with others.		Application/Interview
<p>Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Please <a href="#">click here</a> for further details.</p>		