

School/Service	Library and Learning Services
Section	Student Experience
Post Designation	Customer Service Manager
Grade	7
Post to which directly responsible	Head of Student Experience
Posts for which directly responsible	Direct reports: Customer Services Team Leaders, Customer Service Specialists
Purpose of Job	
<p>To be responsible for leading on and developing frontline information, research and student IT advice for students, researchers and staff to support their education and research. Also responsible for leading and delivering circulation services, membership services and inclusive practice in customer service, including support for disabled and neurodivergent students, international students and students with caring responsibilities.</p> <p>To develop and deliver a multichannel enquiry and advice service in the libraries, across campus and virtually, providing a consistent, knowledgeable, professional and approachable service that supports learning, teaching and research.</p> <p>To lead teams in developing state of the art services in line with stakeholder expectations with a focus on student satisfaction.</p>	
Responsibilities	
<ol style="list-style-type: none"> 1. To act as one of the managers in the Student Experience team, contributing to the management, future direction and transformation of Student Experience, ensuring the provision of innovative, inclusive student centred services aligned with the University's strategic framework and the broader Library Plan. 2. To manage the operation of the tiered service model, delivering proactive and timely enquiry and advice, ensuring consistent and effective services through active concierge, physical service points and virtually. Building relationships, knowledge, procedures and systems, ensure seamless, end-to-end referrals for enquirers, with consistent levels of service quality. 3. To take the lead for delivering a 7-day service for our customers, ensuring staffing levels meet our planned requirements 4. To lead on ensuring all services are inclusive, delivering relevant support for disabled and neurodivergent students, international students, students as carers and other identified groups and communities. 5. To manage the development and delivery of circulation and membership services, including developing policies on loan periods, entitlements, reservations and charges, that balance the needs of different user groups 6. To maintain a good knowledge of relevant library systems, taking a lead role where you act as the business owner, e.g. the Library Management System, Library Enquiry Management System, and knowledge base. 7. To be responsible for staff deployment and for service continuity for the designated areas and hours of service and to ensure value for money, making recommendations on resources and budgets 8. To lead a culture of continuous improvement of services delivered by the Customer Services team, systematically evaluating a range of feedback and metrics available, utilising technology to automate and optimise, and managing ongoing change 9. To provide leadership and effective management of the Customer Services team, promote employee engagement, and improve personal, team and operational effectiveness through collaborative work approaches. 10. To develop operational plans, lead and/or contribute to projects, and support and upskill team members to 	

understand and successfully deliver agreed goals and objectives.

11. To make the best use of systems and technologies to support and deliver state-of-the-art advice services, including systems and software that students use in their learning, as well as those to support the delivery of the service.
12. To build productive relationships with stakeholders and internal and external partners in service delivery, identifying opportunities, and managing Key Performance Indicators
13. Develop and use data, customer insights, reports and research to inform and recommend on service improvements, performance measures and standards leading to contemporary and relevant services.
14. Take responsibility for their continued professional development, developing skills and knowledge and sharing that expertise with colleagues.
15. Represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events.
16. To occasionally lead / attend meetings on behalf of the Head of Service, and take on 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.

Safety, Health and Wellbeing

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.

Physical Conditions

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.

Relationships

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.

Terms & Conditions

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 7 (£). 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 38 days

Hours of work per week = 37 including responsibility for weekend and out of hours services

Probationary Period

Appointment to this position may be subject to a probationary period of up to 12 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.

Pre-employment Health Assessment

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.

Qualifications

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.

Closing Date

xxx (midnight)

Please complete an online application. If you are unable to complete an online application, please contact xxxxxxxx on either 0113 812xxxx or xxxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

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Post Title	Customer Service Manager	Grade 7
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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.

Qualifications, Skills, Experience & Knowledge	Essential	Method of Assessment (Application/ Interview/Test/Other)
1. Degree and/or relevant professional experience/qualification	✓	Application/Interview
2. Proven experience in effectively leading, managing and motivating staff with improved performance and continued development	✓	Application/Interview
3. Experience in delivering customer service excellence in the library sector, education sector, or a comparable context.	✓	Application/Interview
4. Evidence of ability to implement and optimise systems and technologies to develop and deliver customer services within a library sector, education sector or a comparable context	✓	Application/Interview

Performance Attributes	Method of Assessment (Application/ Interview/Test/Other)
Please note that all the following criteria are essential .	
PLANNING & ORGANISATION	Application/Interview
5. Evidence of the ability to translate strategic priorities into inclusive, customer focused, deliverable plans, aligning resources to the requirements of the service	
SERVICE DELIVERY	Application/Interview
6. Ability to develop policies, procedures, processes and standards to ensure a high quality, efficient and inclusive service and to embed them within the day to day working of a large team	
SERVICE DELIVERY	Application/Interview
7. A proven track record in delivering change and service developments successfully in a positive, proactive and consultative way.	
COMMUNICATION	Application/Interview
8. Evidence of excellent interpersonal, communication and negotiation skills to develop effective working relationships with a wide range of colleagues and stakeholders.	
CREATIVITY & INNOVATION	Application/Interview
9. Evidence of initiative to review, research, understand and respond to the changing needs of customers, with a commitment to the continuous improvement of customer services.	
LEARNING & DEVELOPMENT	Application/Interview
10. Evidence of understanding of the contribution of the library to the academic experience of students, awareness of recent developments in the library and information sector and in Higher Education	

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 [click here](#) for further details.