

School/Service	Library and Learning Services
Section	Student Experience
Post Designation	Customer Service Officer
Grade	4
Post to which directly responsible	Customer Service Manager
Posts for which directly responsible	None
Purpose of Job	
<p>To support the university in the effective delivery of student-focused library services to support students' studies.</p> <p>To be responsible for supporting development projects and providing professional advice, guidance and information to students, staff and colleagues in using the resources, services and facilities of the libraries.</p> <p>To undertake portfolio responsibilities and support specific areas of service delivery within Customer Services, for example inclusive services, on-campus delivery, circulation and membership, enquiry management and FAQs, and student IT support.</p>	
Responsibilities	
<ol style="list-style-type: none">1. To be responsible for the coordination and delivery of a specific area of service delivery within a designated portfolio, for example inclusive services, technical support for disabled and neurodivergent students, on-campus delivery, circulation and membership, enquiry management and FAQs, and student IT support.2. To provide frontline advice and guidance and deliver an excellent customer experience to anyone contacting the library through the tiered service model.3. To be responsible for delivering specialist support to students where enquiries have been escalated in the service.4. To offer support, guidance and coaching to the customer service team when they need help handling a customer enquiry.5. To co-ordinate the work of staff who contributed to the activities within the specified portfolio.6. To provide training and coaching to colleagues in delivering the highest standard of responses, customer care and referrals, and deliver tours, inductions and workshops to small groups of students.7. To be responsible for liaising with wider university services and external suppliers to resolve escalated enquiries.8. To support on ensuring inclusivity of practice in the Customer Service team, focusing on highlighted groups of customers and their specific needs.9. To be responsible for quality checking closed enquiries to ensure enquiries are answered correctly and consistently.	

10. To produce user focused support and guidance materials in a variety of media, for colleagues and students, tailored to the audience.
11. To collect, analyse, interpret and present data and management information for a range of audiences, and use evidence as a basis for proposing customer-focused solutions to issues.
12. Take responsibility for their continued professional development, developing skills and knowledge and sharing that expertise with colleagues.
13. 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.
14. Any other duties appropriate to the role and level.

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 Safety, Health and Wellbeing in carrying out personal responsibilities and co-operate with policy/local rules/codes of practice.

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 campuses 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 4. 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 28 days.

Hours of work per week = 37 to include a weekend day and Bank Holidays in term time.

Probationary Period

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.

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 xxxxxx@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

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Post Title	Customer Service Officer	Grade 4
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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 experience of working in a customer facing service, demonstrating an ability to provide consistently high standards of customer care.	✓	Application / Interview
2. Strong IT skills, with experience demonstrating knowledge of a wide range of systems.	✓	Application / Interview
3. Experience of supporting customers in using media equipment, such as cameras and recording equipment.	✓	Application / Interview
4. An ability to explain technologies and complex topics simply and clearly to non-specialists face to face, by phone and via other technologies.	✓	Application / Interview

Performance Attributes	Method of Assessment (Application/ Interview/Test/Other)
Please note that all the following criteria are essential .	
PLANNING & ORGANISATION	
5. Ability to collect, analyse, interpret and present data and management information for a range of audiences, and use evidence as a basis for proposing customer-focused solutions to issues.	Application / Interview
SERVICE DELIVERY	
6. Ability to provide a user focus to the design and development of services, systems and interfaces, and to coach and engage colleagues in their use.	Application / Interview
SERVICE DELIVERY	
7. Ability to produce support and guidance materials for colleagues and students in a variety of media, tailored to the audience	Application / Interview
TEAMWORK	
8. Ability to support and coach colleagues in delivering the highest standard of responses, customer care and referrals, and deliver tours, inductions and workshops to small groups of customers	Application / Interview
COMMUNICATION	
9. Excellent interpersonal skills to build strong working relationships within and across teams through positive communication with an ability to direct colleagues in tasks and activities where required	Application / Interview
LEARNING & DEVELOPMENT	
10. Evidence of a commitment to continuous professional development and an ability to monitor and implement appropriate best practice developments and technologies in the university and the sector.	Application / Interview

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.