

Faculty/Service	Library and Learning Services
Section	Student Experience
Post Designation	Customer Service Team Leader
Grade	6
Post to which directly responsible	Customer Service Manager
Posts for which directly responsible	Direct Reports: Customer Service Advisors
Purpose of Job	
<p>To provide leadership to a team of staff delivering inclusive front line customer service to users of Library and Learning Services (LLS), ensuring all relevant development, training and coaching of the team is completed to allow them to deliver excellent customer service.</p> <p>To undertake portfolio responsibilities and lead on a specific area of service delivery within Customer Services, for example inclusive services, on-campus delivery, circulation and membership, enquiry management and FAQs, student IT support.</p> <p>To be responsible for working with others to deliver the strategic priorities of the Student Experience team.</p>	
Responsibilities	
<ol style="list-style-type: none"> 1. To be responsible for the day-to-day delivery of inclusive frontline customer services through the tiered library service model delivering proactive and timely support, ensuring consistent and effective services through active concierge, physical service points and virtually. 2. To be responsible for delivering a 7-day service for our customers, ensuring staffing levels meet our planned requirements. 3. To anticipate and initiate solutions and adaptations to improve frontline customer services based on users' need and best practice, using the latest technologies and media, and to lead others to do so. 4. To take line management responsibility for a group of staff including inductions, development and training, communication, management of performance and attendance, and assisting with recruitment 5. Take the lead over a portfolio of service area responsibilities, such as technical support for disabled and neurodivergent students, inclusive practice, on-campus activities, circulation and membership, enquiry management and online presence. 6. To be responsible for developing, training and coaching direct reports and a large, wider team of LLS staff in delivering the highest standard of customer care and in being able to make appropriate customer focused decisions. 7. To organise and rota staff to ensure effective provision of customer services. 8. To develop and implement action plans, contribute and lead on projects and contribute to long term planning, identifying future demands and best practice. 9. To liaise with internal and external colleagues to solve students' problems and to improve service delivery. 10. To provide support and information to users, including library and IT enquiries and support for research and study. 11. To develop procedures to support the effective, inclusive delivery of services and ensure a user centred approach. 12. Take responsibility for their continued professional development, developing skills and knowledge and sharing that expertise with colleagues. 13. 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. 14. Any other duties commensurate with the grade. 	

Equal Opportunities
We are committed to providing a non-discriminatory and harassment-free working environment for all its 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 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 6 (£) 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. Support Staff Annual leave entitlement begins at 38 days. Hours of work per week = 37.
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 the HR Recruitment Team on either 0113 8121821 or HRrecruitment@leedsbeckett.ac.uk who will be able to provide you with a hard copy application form.

Leeds Beckett University – Employee Specification

Ref:

Post Title	Customer Services Team Leader	Grade 6
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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. A degree or equivalent qualification and/or relevant customer service experience	✓	Application
2. Proven experience overseeing the delivery of customer focussed client services in a large, complex organisation.	✓	Application / Interview
3. Managerial experience in a service-oriented organisation and a proven track record in leading, managing and developing effective teams	✓	Application / Interview
4. An understanding of the contribution of library services to the academic experience of students.	✓	Application / Interview
5. Experience of using a range of IT packages to a high standard, including Microsoft Office and library related technology.	✓	Application / Interview

Performance Attributes	Method of Assessment (Application/ Interview/Test/Other)
Please note that all the following criteria are essential .	
SERVICE DELIVERY 6. A proven track record of leading a team, and delivering change and service developments in a positive, proactive and consultative way.	Application / Interview
CREATIVITY AND INNOVATION 7. Ability to analyse, interpret and present data and management information for a range of audiences, and use evidence as a basis for designing customer-focused solutions to issues.	Application / Interview
COMMUNICATION 8. Excellent communication and facilitation skills, with the ability to establish credible working relationships with a range of partners and to convey information in an engaging and flexible way.	Application / Interview
TEAMWORK 9. Proven ability to work as part of a team, demonstrating resourcefulness and resilience to build effective working relationships with colleagues and stakeholders.	Application / Interview
LEARNING & DEVELOPMENT 10. Ability to develop, train and coach staff in delivering the highest standard of customer care and in being able to make appropriate customer focused decisions.	Application / Interview / Test

PLANNING AND ORGANISATION

11. Ability to develop action plans to improve customer service; ensuring all plans are delivered on time and evaluated to measure success.

Application /
Interview / Test

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.

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