

# Job Description and Person Specification

Last updated: May 2021

## JOB DESCRIPTION

|   |  |        |    |
|---|--|--------|----|
| Post title:                               | <b>Customer Services Supervisor</b>                        |        |    |
| Standard Occupation Code: (UKVI SOC CODE) | N/A  |        |    |
| School/Department:                        | Library  |        |    |
| Faculty:                                  | Student Experience Directorate                             |        |    |
| Career Pathway:                           | Management, Specialist and Administrative (MSA)            | Level: | 2b |
| Posts responsible to:                     | Front of House Manager MSA 3 or Library Site Manager MSA 3 |        |    |
| Posts responsible for:                    | Customer Services Assistants and Library Assistants        |        |    |
| Post base:                                | Non-Office-based (see job hazard analysis)                 |        |    |

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| Job purpose  |
| <p>The post holder will supervise a team of Customer Services Assistants to ensure the effective and efficient delivery of library services and resources for all library users including staff and students. To oversee the work of the team as an experienced team member and to ensure that all activities are being undertaken in line with library and university policies and procedures to deliver an excellent customer service.</p> |

| Key accountabilities/primary responsibilities   | % Time |
|---|--------|
| 1. Supervise a range of standard, routine activities ensuring work is carried out according to agreed deadlines and quality standards. Overseeing the work of others (directly or indirectly) as an experienced team member. Providing guidance and advice to relevant colleagues through on-the-job training/coaching to help them acquire skills and experience. Lead local induction and training sessions for staff in line with departmental procedures. Undertake staff appraisals and set targets. Assist in sickness and annual leave management procedures by completing return to work interviews and processing annual leave requests. | 55%    |
| 2. Assist with the management of rotas to ensure minimum and maximum staffing levels are maintained throughout opening hours.   | 15 %   |
| 3. To support the management of online enquiries through effective triage, answering enquiries where appropriate to ensure they are being managed effectively in line with local procedures.  | 10%    |
| 4. To help ensure a safe environment for all library colleagues and customers in line with the University's health and safety policies. To keep Library colleagues and managers informed of any Health and Safety issues and report any incidents that occur.   | 5%     |

| Key accountabilities/primary responsibilities |  | % Time |
|---|--|--------|
| 5.  | Maintain regular communication and liaison with service managers and team members to ensure staff are aware of developments and priorities, building productive working relationships.       | 5%     |
| 6.  | To actively engage in a range of training and development opportunities and to be an active participant in developing skills and knowledge, engaging with the wider team and the University. | 5%     |
| 7.  | Any other duties as allocated by the line manager following consultation with the post holder.   | 5%     |

| Internal and external relationships   |
|---|
| Departmental and University senior management<br>Other members of the department<br>External customers<br>Relevant suppliers and external contacts<br>Faculties and Professional Services |

| Special Requirements   |
|--|
| <ul style="list-style-type: none"> <li>• There will be occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager.</li> <li>• Post holders may be asked to work at another campus location to support the delivery of their role and maintain library operations, following consultation with your line manager.</li> <li>• Demonstrate Southampton University behaviours (Embedding Collegiality – see below).</li> </ul> |

## PERSON SPECIFICATION

| Criteria                                 | Essential  | Desirable  | How to be assessed      |
|--|--|--|-------------------------|
| Qualifications, knowledge and experience | <p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds.</p> <p>Previous work experience within a supervisory role and/or customer service environment</p> <p>Able to demonstrate a good knowledge of the role and its context.</p>  | <p>Expertise in the use of relevant library systems.</p> <p>Knowledge and understanding of Higher Education/University Library settings.</p> | Application & Interview |
| Planning and organising                  | <p>Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.</p> <p>Able to work well with minimum supervision and plan the work of others effectively.</p>  |  | Interview               |
| Problem solving and initiative           | <p>Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p>  |  | Interview               |
| Management and teamwork                  | <p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to ensure any staff managed or supervised are focused on allocated tasks and aware of service standards.</p> <p>Able to effectively allocate work and check the work of others ensuring required service standards and deadlines are met.</p> <p>Able to adapt well to change and service improvements.</p> <p>Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.</p> | <p>Previous supervisory experience</p>   | Interview               |
| Communicating and influencing            | <p>Able to seek and clarify detail.</p> <p>Experience of providing advice on departmental procedures to colleagues.</p> <p>Able to demonstrate own duties to other colleagues as required.</p>   |  | Application & Interview |
| Other skills and behaviours              | <p>Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate</p>   |  | Application & Interview |
| Special requirements                     |  |  |                         |



## JOB HAZARD ANALYSIS

### Is this an office-based post?

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|--|--|
| <input type="checkbox"/> Yes           | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.  |
| <input checked="" type="checkbox"/> No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.<br>Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

| ENVIRONMENTAL EXPOSURES  | Occasionally<br>(<30% of time) | Frequently<br>(30-60% of time) | Constantly<br>(> 60% of time) |
|--|--------------------------------|--------------------------------|-------------------------------|
| Outside work   |                                |                                |                               |
| Extremes of temperature (eg: fridge/ furnace)  |                                |                                |                               |
| ## Potential for exposure to body fluids   |                                |                                |                               |
| ## Noise (greater than 80 dba - 8 hrs twa)   |                                |                                |                               |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |                                |                                |                               |
| Frequent hand washing  |                                |                                |                               |
| Ionising radiation   |                                |                                |                               |
| <b>EQUIPMENT/TOOLS/MACHINES USED</b>   |                                |                                |                               |
| ## Food handling   |                                |                                |                               |
| ## Driving university vehicles(eg: car/van/LGV/PCV)  |                                |                                |                               |
| ## Use of latex gloves (prohibited unless specific clinical necessity)                               |                                |                                |                               |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)   |                                |                                |                               |
| <b>PHYSICAL ABILITIES</b>  |                                |                                |                               |
| Load manual handling   |                                |                                |                               |
| Repetitive crouching/kneeling/stooping   |                                |                                |                               |
| Repetitive pulling/pushing   |                                |                                |                               |
| Repetitive lifting   |                                |                                |                               |
| Standing for prolonged periods   |                                | x                              |                               |
| Repetitive climbing (ie: steps, stools, ladders, stairs)   |                                |                                |                               |
| Fine motor grips (eg: pipetting)   |                                |                                |                               |
| Gross motor grips  |                                |                                |                               |
| Repetitive reaching below shoulder height  |                                |                                |                               |
| Repetitive reaching at shoulder height   |                                |                                |                               |
| Repetitive reaching above shoulder height  |                                |                                |                               |
| <b>PSYCHOSOCIAL ISSUES</b>   |                                |                                |                               |
| Face to face contact with public   |                                | x                              |                               |
| Lone working   |                                |                                |                               |
| ## Shift work/night work/on call duties  |                                |                                | x                             |

## Appendix 1.

# Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

| All staff              | Behaviour   |
|------------------------|---|
| Personal Leadership    | I take personal responsibility for my own actions and an active approach towards my development                             |
|                        | I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly                                    |
|                        | I show pride, passion and enthusiasm for our University community   |
|                        | I demonstrate respect and build trust with an open and honest approach  |
| Working Together       | I work collaboratively and build productive relationships across our University and beyond                                  |
|                        | I actively listen to others and communicate clearly and appropriately with everyone   |
|                        | I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish       |
|                        | I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes    |
| Developing Others      | I help to create an environment that engages and motivates others   |
|                        | I take time to support and enable people to be the best they can  |
|                        | I recognise and value others' achievements, give praise and celebrate their success   |
|                        | I deliver balanced feedback to enable others to improve their contribution  |
| Delivering Quality     | I identify opportunities and take action to be simply better  |
|                        | I plan and prioritise efficiently and effectively, taking account of people, processes and resources                        |
|                        | I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion                     |
|                        | I encourage creativity and innovation to deliver workable solutions   |
| Driving Sustainability | I consider the impact on people before taking decisions or actions that may affect them                                     |
|                        | I embrace, enable and embed change effectively  |
|                        | I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward |
|                        | I take time to understand our University vision and direction and communicate this to others                                |