

Job Description and Person Specification

Last updated: May 2021

JOB DESCRIPTION

Post title:	Customer Services Assistant		
Academic Unit/Service:	Library		
Faculty:	Professional Services		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2a
*ERE category:	n/a		
Posts responsible to:	Customer Services Supervisor or Level 3 Library Site Manager or Front of House Manager		
Posts responsible for:	N/a		
Post base:	-non office based		

Job purpose
The post holder will deliver a high quality and professional customer and library services to all customers of the University Library service. The role will support the work of the libraries, primarily in a customer facing role providing an excellent customer experience in person, over the phone and in a virtual environment.

Key accountabilities/primary responsibilities	% Time
1. Receive, and respond to, enquiries from/to customers through many channels including face-to-face, telephone, and virtual enquiry services, judging when to pass more complex queries on to or involve others, to provide a courteous and effective service. Recognise and understand the impact of customer related incidents arising and raise issues of concern where necessary to ensure appropriate resolution of customer enquiries and issues. Provide a roaming enquiry service by floor walking the Library site and interacting with customers.	55%
2. Deliver a range of standard administrative and customer services in support of library systems or processes to an agreed quality standard or specification, to maximise service quality and continuity.	15 %
3. Contribute to the work of the libraries through the development and improvement of services and by participating in team and service meetings. Contribute to events and activities in the Libraries including student events and open days.	10%
4. Maintain a good knowledge of relevant policies and procedures, ensuring they are applied consistently in line with library and university policy and external legislation.	5%

Key accountabilities/primary responsibilities		% Time
5.	To contribute to the processing of academic Reading Lists: creating and adding resources to lists in line with the Reading List team procedures.	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 senior management Other members of the department External customers Relevant suppliers and external contacts Faculties and Professional Services

Special Requirements
<ul style="list-style-type: none"> • There will be occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager. • 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. • Demonstrate Southampton University behaviours (Embedding Collegiality – see below).

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>NVQ2, GCSE, City and Guilds or equivalent professional qualifications.</p> <p>Experience in a customer facing role.</p> <p>Recent work experience of using standard office software for administrative tasks.</p> <p>An awareness of customer service practice and enquiry handling.</p> <p>Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate.</p>	<p>Experience of working in a library or higher education organisation.</p> <p>Able to demonstrate an understanding of the role of university libraries.</p> <p>Experience of using online information systems and databases.</p> <p>Expertise in the use of relevant library systems.</p>	Application form and Certificates
Planning and organising	<p>Able to organise allocated activities and accommodate non-standard tasks as they arise.</p> <p>Consistency and attention to detail. (moved from (*))</p> <p>Ability to work without direct supervision.</p>		Application and interview
Problem solving and initiative	<p>Proven ability to use initiative and judgement to resolve problems independently whilst working problems by responding to varying circumstances to standard operating procedures.</p>		Application and interview
Management and teamwork	<p>Ability to work effectively in a team environment, as well as lone working if/when required.</p> <p>Cooperative team working and participation in effective team collaborations to meet business need(s) requirements.</p>		Application and Interview
Communicating and influencing	<p>Sound ability to adjust communication style in different contexts and channels.</p> <p>Evidence of ability to provide explanations of policy or process to colleagues and customers.</p>		Application and Interview
Skills and behaviours	<p>Enthusiastic, positive outlook with a proven ability to respond effectively.</p> <p>Ability to remain calm.</p>		Application and interview

	Consistent positive mood and approach to customers. Welcoming and polite at all times.		
Special Requirements	Excellent customer face to face skills.		Application and interview

JOB HAZARD ANALYSIS

Is this an office-based post?

<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. 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 (<30% of time)	Frequently (30-60% of time)	Constantly (> 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			
EQUIPMENT/TOOLS/MACHINES USED			
## 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)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Sitting/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			

PSYCHOSOCIAL ISSUES			
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