

Job Description and Person Specification

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| Last updated: | May 2021 |

**JOB DESCRIPTION**

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| Post title: | Customer Services Assistant | | |
| Department/ School: | 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 | | |

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| 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. |

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| 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% |

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| 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% |

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

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| Special Requirements |
| * 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**

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

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|  | 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?**

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| * 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. |
| ☒ 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.

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| **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 |  |  |  |

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| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  | x |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |

# 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.

