

Job Description

Post title: Customer Services Assistant

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Standard Occupation Code:	Not applicable
School / Department:	Library
Faculty / Directorate:	Professional Services
Job Family:	Management, Specialist and Administrative (MSA)
Grade:	Level 2a
ERE Pathway (if applicable):	Not applicable
Post reporting to:	Customer Services / Library Site Supervisor or Library Site Manager / Front of House manager
Post line report(s):	N/A
Post base location:	Campus : Highfield

Job purpose:

You will work as part of a team in a welcoming and engaging environment, providing high-quality front-line support to the University's students and staff and to external customers. You will ensure our libraries are welcoming spaces by answering enquiries via email, telephone, in-person, and our online chat service, ensuring our customers get the most out of our spaces and services.

You will be allocated to a particular library as your base site. However, you will be required to work across other library sites to provide service cover in line with operational needs. Some lone working may be required.

Key accountabilities and indicative time allocation:

1.	55%	Deal with enquiries from customers through a variety of channels including face to face, online, via email and over the phone. Use judgement and knowledge of the library service and the wider University to resolve straightforward queries, involving others where needed and passing on more complex queries. Provide a roaming customer service by floor walking in the library and interacting with customers.
2.	15%	Undertake a range of administrative and customer service related tasks to an agreed standard; at sites this also includes increased manual handling such as shelving and moving stock. Use multiple systems including library management systems; customer relationship management systems; online chat services and common IT packages to deliver a consistent high quality service. Support events in the Library including student activities and open days
3.	10%	

Contribute to service development and improvement, share good practice and contribute to team meetings. Raise issues of concern where necessary.

4. **5%**

Maintain a good knowledge of relevant policies and procedures, including health and safety. Ensure policies and procedures are applied consistently

5. **5%**

Contribute to the work of other library teams to support service delivery where needed.

6. **5%**

Actively engage in a range of training and development opportunities and be an active participant in developing skills and knowledge, engaging with the wider team and the University

7. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Departmental management and University senior management

Other members of the department/University staff

External customers

Relevant suppliers and external contacts

Colleagues in Faculties and Professional Services

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.

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Practical knowledge and experience in a customer facing role. Practical knowledge may have been gained through some or all of the following:
 - Relevant work experience
 - Vocational training
 - Formal qualification(s) equivalent to Level 2 of the [Regulated Qualifications Framework](#) e.g. GCSE grades 4-9 or grades A*-C, or Level 2 award, certificate, diploma, NVQ.
- Able to use digital systems and applications to find and share information effectively

Desirable

- Experience of working in a library or in an education setting
- Experience of using online systems and databases to retrieve information and/or handle customer enquiries

Teamwork and Communication

Essential

- Contributes to team effectiveness by sharing information and supporting others.
- Ensures any supervised staff are clear about their role and responsibilities.
- Explains procedures and provides assistance to others.
- Seeks and clarifies detail as required.
- Clear and professional communication with a range of customers, adjusting style for different situations and channels
- Able to work effectively as part of a team and independently when required.

Desirable

Planning, Organisation and Resource Management

Essential

- Demonstrates good knowledge of the role and its context.
- Effectively organises allocated work activities.
- Assists the organisation of non-standard work activities and events.
- Confident working across multiple service channels including desk, online chat and phone

Desirable

Problem Solving and Initiative

Essential

- Solves simple problems and adapts to changing circumstances within established practices and procedures.
- Handles enquiries and seeks to resolve them using available information.

- Recognises when an enquiry needs to be referred and escalates appropriately

Desirable

- Confident dealing with unexpected situations in a customer service environment
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Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “^”, using the agreed Occupational Health referral template [available from here](#). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

Working outside ^	Not applicable
Exposure to noise levels >80dbA ^	Not applicable
Working with dust or fumes ^	Not applicable
Working with skin irritants ^	Not applicable
Working with chemicals (industrial or cleaning) ^	Not applicable
Working in a confined space ^	Not applicable
Working at height ^	Not applicable
Working with sewage ^	Not applicable
Contact with cytotoxins ^	Not applicable
Exposure Prone Procedure (EPP) work ^	Not applicable
Contact with clinical specimens or pathology work ^	Not applicable
Direct patient care or patient contact	Not applicable
Exposure to temperature extremes	Not applicable
Frequent hand washing	Not applicable
Ionising radiation	Not applicable

Psychological and Social Environment

Working shifts ^	Constantly >60% Time
Working nights ^	Not applicable
Lone working	Occasionally <30% Time
Working with children	Not applicable
Exposure to persons with challenging behaviour	Occasionally <30% Time
Working with larger groups	Not applicable

Equipment, Tools and Machines

Working with vibrating machinery or tools ^	Not applicable
Driving duties e.g. LGV, PCVs, forklift trucks ^	Not applicable
Food handling	Not applicable
Contact with latex	Not applicable

Physical Abilities

Prolonged physical movements or actions e.g. walking ^	Not applicable
Prolonged Standing or Sitting ^	Frequently 30-60% Time
Moving or handling heavy loads ^	Not applicable
Repetitive pulling or pushing ^	Not applicable

Repetitive climbing (steps, stools, ladders, stairs) ^	Not applicable
Repetitive crouching, kneeling or stooping	Not applicable
Repetitive lifting	Not applicable
Fine motor grips (e.g. pipetting)	Not applicable
Repetitive reaching below shoulder height	Not applicable
Repetitive reaching at shoulder height	Not applicable
Repetitive reaching above shoulder height	Not applicable
