

Job Description

General Details

Job title:	Weekend Customer Services Library Supervisor (LIB17-01)
Faculty/Service:	Library
Normal Workbase:	Stoke Campus
Tenure:	Permanent
Hours/FTE:	Part Year, Part Time, working 20.5 hours per week for 35 weeks per year
Grade/Salary:	Grade 4
Date Prepared:	September 2017

Job Purpose

To provide a senior support role at the weekend and evenings providing customer services in Libraries

Relationships

Reporting to:	Customer Services & Library Manager
Responsible for:	N/A

Main Activities

1. To take a senior support role in the evenings and weekends ensuring customer service is maintained in libraries
2. To actively participate in team meetings and the development of local policies and the implementation of those policies across the service
3. To answer enquiries from users including front of house duties as required and using a range of printed and electronic resources. Using appropriate referral procedures for more complex enquiries as necessary.
4. To assist in the development and delivery of marketing and promotional activities
5. To undertake the organisation of one or more operational responsibilities
6. To assist in all routines of the service such as lending, shelving, re-shelving, resources relocation and such similar duties
7. To maintain appropriate records of service routines including financial, order and expenditure records as required
8. To fully utilise elements of a Library Management System appropriate to the team role
9. To undertake routine training of staff within the teams appropriate to the role following suitable personal development
10. To operate general equipment such as photocopiers, audio visual or relation media equipment as required
11. To assist in the maintenance of the learning resources as an appropriate environment for study and research
12. To have a commitment to the provision and promotion of high quality customer care
13. To undertake continuous personal development including relevant staff development activities, developing

new skills and competencies to meet the changing needs of the service

14. To ensure that, within your control, agreed fire, health and safety standards and procedures are followed, and participate in such procedures.
15. To undertake any other reasonable duties as may be required by the Director of Information Services or the Associate Director, Customer Services

Special Conditions

The role holder will be required to travel between sites from time to time in a cost effective manner, which may be through the use of a car.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

Working pattern is two days per week from 3pm-8pm and every weekend from 12.45pm – 6pm in term time

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Application Procedure

We encourage you to apply on-line at our website <http://jobs.staffs.ac.uk> as the system is user friendly and simple to complete.

Please note that the University will not consider a Curriculum Vitae attached in support of your application and will not use this document in the shortlisting process. Consequently, we would ask all applicants to ensure that they have provided comprehensive information under each criteria in the Supporting Statements section of the application form and, if necessary, add any relevant additional information in the Additional Information Section.

Person Specification

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Faculty/Service: Library

The qualifications, experience, knowledge skills and personal qualities outlined below provide a summary of what is required to carry out this job effectively. They also form the selection criteria on which a decision to appoint will be made. Please ensure that you provide evidence of how you meet the criteria in your application.

No	Selection Criteria Description	Essential [E] or Desirable [D]	Assessed by *
1	Good general education preferably to GCSE standard or equivalent	E	A
2	Demonstrate the requisite skills to supervise and motivate a team	E	A/I
3	Library experience or experience of providing information/guidance to customers	E	A/I
4	Demonstrable track record in the delivery of modern and effective student focused services with a focus on delivering exceptional customer service to stakeholders	E	A/I
5	Effective and committed team player, able to work successfully with others and to build positive working relationships	E	A/I
6	Experience of cash handling and reconciliation processes	E	A/I
7	Proven IT skills including the ability to use Microsoft Office applications	E	A
8	Excellent planning and organisational skills and the ability to effectively manage and prioritise a demanding workload in a pressurised environment whilst maintaining attention to detail	E	A/I
9	Excellent written, oral and interpersonal skills with the ability to communicate effectively with a range of individuals within the University and externally	E	A/I
10	Awareness of the working environment and ensure that staff are able to work safely and in a healthy environment	E	I
11	Evidence of the ability to train others	D	A/I

*Key	
[A] Application form	To be assessed against the information provided in the relevant steps of the application form and the evidence required under Section 4, 'Supporting Statements'
[I] Interview	To be assessed during the interview process including selection tests or presentation, as appropriate