



Staffordshire University Services Ltd

Job Description

Job title	Customer Experience Supervisor
School/Service	Library and Learning Services
Normal Workbase	Stoke or Shrewsbury
Tenure	Permanent
Grade/Salary	5
FTE	1.0
Date prepared	November 2020

Job Purpose

The Customer Experience Supervisor will assist the Customer Experience Manager in bringing together multiple customer service touchpoints within Staffordshire University into a single, digitally enabled operation that provides accessible, personalised, and accurate customer-focused information and guidance, aiming to resolve all incoming queries at first contact.

The vision will aim to utilise AI driven technologies to provide responses and where appropriate, to triage customers to appropriate services within the university. This team will deliver a brilliant and friendly service and represent Library and Student Support and Wellbeing when addressing internal and external contacts who ask for service or require information. The post holder will create a positive image of the university by being responsive, prompt and accurate in responding to requests and by minimising the amount of work required on the part of the customer.

In addition, the post holder will help to maintain operational effectiveness and efficiency of the university circulating libraries including stock management and equipment monitoring and maintenance. This includes maintaining consistent service levels across all locations and ensuring service level agreements are renewed and upheld.

Relationships

Reporting to:	Customer Experience Manager
Responsible for:	Customer Experience Assistants

Main Activities

- To supervise staff and assist in the co-ordination of site operations at all relevant sites with respect to the Customer Experience Team activities.
- Ensure a first point of contact for all stakeholders engaging with Library and Student Services, and more broadly with the University. You will lead on a change in culture which focusses on providing accurate information, advice, and guidance at the point of need and digitally using AI technologies. This may be at any time of day and happen at any of the university 'physical' campuses or online.

- c) Liaising closely with Student Support and Wellbeing, Library and Learning Services, Schools, and other professional services you will help to ensure accuracy of responses and that triage and escalation of enquiries which require specialist help occurs promptly and sensitively.
- d) To assist in the analysis of questions asked, 'footfall' levels, query resolution times and feedback and actively make improvements to the service in response to these.
- e) To work closely with other professional services (e.g. Digital Services) in developing and maintaining university customer response systems.
- f) To use other university systems as necessary e.g. student information system, finance system, CRM and library management system ensuring safe recording and security of student records, in line with GDPR guidelines and the legal obligations of the University.
- g) To support communications with users regarding the culture and approach to customer help at Staffordshire University. This includes focussed activities at key times to ensure new users are familiar with accessing help.
- h) To pro-actively contribute to the delivery of cross-university events and activities e.g. during Welcome Week
- i) To ensure sound management of staff and provide professional leadership to the team including related issues such as performance and appraisal
- j) To help co-ordinate development and training specifically for the Customer Experience Team and more widely for the university in the area of customer experience.
- k) Identify and co-ordinate opportunities for student placement alongside a professional support service.
- l) To contribute to management reports on the performance and achievements of the team.
- m) To continue personal professional development and participate in regular training, ensuring up to date knowledge of relevant university processes.
- n) To build effective relationships with service stakeholders, e.g. Estate Services, Student Union, academic staff and students on all aspects of work. To communicate effectively at all levels and to a wide variety of audiences, ensuring effective engagement with customers and colleagues.
Demonstrate a consistently supportive attitude, sensitivity, empathy, and an empowering approach to all users in all situations.
- o) The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.
- p) To undertake other such responsibilities as may reasonably be required.

Special Conditions

This post is 1.0 FTE but may be offered on a fractional basis subject to the needs of the business.

The post holder will be required to work flexibly to ensure the continued delivery of excellent library and learning services. This may involve some working at evenings or weekends.

Based at Stoke the role holder will be required to travel between sites from time to time in a cost-effective manner, which may be using a car.

Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

Variation to Job Description

The employer 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

If you are successful in being appointed to a professional support role at Grades 1-6, you will be employed by Staffordshire University Services Limited (SUS Ltd).

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.

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.