



Staffordshire University Services Ltd

## Job Description

<b>Job title</b>	Customer Experience Assistant
<b>School/Service</b>	Library and Learning Services
<b>Normal Workbase</b>	Stoke Campus
<b>Tenure</b>	Permanent
<b>Grade/Salary</b>	3
<b>FTE</b>	0.5
<b>Date prepared</b>	November

### Job Purpose

The Customer Experience Assistant will work as part of a team to deliver digitally enabled services that provide accessible, personalised, and accurate customer-focused information and guidance, aiming to resolve all incoming queries at first contact.

The post holder will utilise AI driven technologies to provide responses and where appropriate, to triage customers to appropriate services within the university. The post holder will contribute to delivering a brilliant and friendly service, representing 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 Supervisor

Responsible for: N/A

### Main Activities

- a) Ensure a first point of contact for all stakeholders engaging with Library and Student Services, and more broadly with the University. The post holder will provide 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.
- b) The post holder will help to ensure accuracy of responses and that triage and escalation of enquiries which require specialist help occurs promptly and sensitively.
- c) To use other university systems as necessary e.g. student information 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.

- d) 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.
- e) To pro-actively contribute to the delivery of cross-university events and activities e.g. during Welcome Week
- f) To engage with development and training specifically for the Customer Experience Team and more widely for the university in the area of customer experience.
- g) To help identify and co-ordinate opportunities for student placement alongside a professional support service.
- h) To contribute to management reports on the performance and achievements of the team.
- i) To continue personal professional development and participate in regular training, ensuring up to date knowledge of relevant university processes.
- j) Demonstrate a consistently supportive attitude, sensitivity, empathy, and an empowering approach to all users in all situations.
- k) 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.
- l) To undertake other such responsibilities as may reasonably be required.

### **Special Conditions**

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.