



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Weekend Customer Services Assistant, Leeds University Library



Salary: Grade 2 (£16,420 – £17,361 p.a. pro rata)

Reference: CSLIB1208

Hours: working alternate weekends, 15 per week during core service and 7.5 per week during non-core summer vacation

Customer Services Assistant

Customer Services Team

Are you committed to outstanding service delivery? Do you know how to go the extra mile for customers? Can you make a positive contribution to our team?

The Library has the Customer Service Excellence award, and our Customer Services Team make a major contribution to the University experience for our students and staff. We're often the first point of contact with people visiting the Library, and we make sure the libraries are a welcoming, attractive space to work.

We're looking for someone committed to excellent customer service. You'll be joining the weekend team working in one of the 4 main campus libraries, helping staff our reception desks, and making sure the library space is tidy and prepared for use. You'll help move and shelve stock: this involves lifting, manual handling and working at height.

We need to be flexible and responsive to changing demands on our time to make sure we maintain our opening hours and service standards.

What does the role entail?

As a Weekend Customer Services Assistant on the evening team, your main duties will include:

- closing library buildings, including setting and monitoring alarms;
- moving, processing and shelving stock, and moving furniture and equipment to set up rooms;
- staffing reception desks and monitoring entry and exit gates;
- helping customers with basic enquiries about our services and locations within sites, and ensuring compliance with policies and regulations;
- monitoring the fabric of the building, troubleshooting problems with equipment, and reporting faults;
- collecting and recording statistics;
- working with colleagues to improve and develop our services.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.



What will you bring to the role?

As a Customer Services Assistant you will have:

- excellent interpersonal and communications skills, engaging positively with customers and dealing with difficult situations in a professional and courteous way;
- basic IT skills, including the use of e-mail and accessing documents online;
- the ability to understand and interpret written policies, procedures and instructions;
- the ability to follow an alpha-numeric classification scheme, to shelve stock accurately;
- attention to detail, understanding the need for accuracy and able to spot errors and anomalies, and take the appropriate action;
- the ability to make a positive contribution to the team and work collaboratively;
- a proactive and flexible approach, able to respond to changing priorities in a busy service environment, and solve problems within given boundaries and procedures.

You may also have:

- experience of working in a busy customer service environment;
- experience of opening/closing public buildings.

How to apply

You can apply for this role online at jobs.leeds.ac.uk. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Further information

To explore the post further or for any queries you may have, please contact:

Library HR team, hr@library.leeds.ac.uk

Further information about the Library <http://library.leeds.ac.uk/>

Whilst we consider job shares, the hours for this post are fixed to ensure adequate staffing for opening, closing and security of buildings, including compliance with lone working regulations.



You will be required to attend some training sessions during the two weeks prior to start date. This will include some time during weekday working hours by arrangement.

You may occasionally be asked to help staff the Library outside your normal contracted hours to maintain opening hours and service standards. Hours for this post are worked on alternate weekends:

Core service weeks: mainly term-time	Non-core service weeks: summer
15 hours Sat & Sun 9:00 – 17:30	7.5 hours Sat 9:00 – 17:30

Additional information

Working at Leeds

You can find out more about our generous benefits package and more about what it is like to work at the University and live in the Leeds area in our [Working at Leeds](#) section.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found in our [Accessibility](#) section or by getting in touch with us at disclosure@leeds.ac.uk.

