



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Evening Customer Services Assistant, Leeds University Library



Salary: Grade 2 (£15,417 – £16,341 p.a. pro rata – appointment will be at £15,721 or above)

Reference: CSLIB1210

**Hours: Post one 16 hours per week, post two 23 hours per week
We will consider flexible working arrangements**

Evening Customer Services Assistant Leeds University Library

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 evening team that works across our 4 main campus libraries, helps monitor the fabric of the building, makes sure the library space is tidy and prepared for use, and staffs our reception desks. You'll help move and shelve stock, and also provide support to our own staff by setting up rooms and moving equipment: 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 Customer Services Assistant, your main duties will include:

- Ensuring the security of 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;
- Sorting and receipt of mail and deliveries;
- 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; more guidance can be found on our [How To Apply](#) information page. Applications should be submitted by 23.59 (UK time) on the advertised closing date.

Hours of work

Staffing requirements in Customer Services vary during the academic year according to service need and levels of activity in the library. In some posts, hours may vary throughout the year according to the academic calendar which means on some



occasions (usually Summer Vacation and Christmas/Easter breaks) no hours may be worked. We also offer additional hours for Friday and Saturday late evenings during term-time peak periods which are arranged by rota on an opt-in basis. You may occasionally be asked to help staff the Library outside your normal contracted hours to maintain opening hours and service standards.

Salary payments are adjusted based on the scheduled hours and when no hours are worked, no salary payments are made. Hours for the advertised posts are as follows:

Weekly Hours / Working Schedule	Core service weeks: Includes University Term Times (Sept to June)	Non-core service weeks: Christmas/Easter Vacation period	Non-core service weeks: Summer Vacation period(June-Sept)
Post 1	16 hours per week Mon-Thurs 20:30-00:30	none	none
Post 2	23 hours per week Mon-Thurs 20:30-00:30 Sunday 17:00-00:30	none	none

Further information

You may occasionally be asked to help staff the Library outside your normal contracted hours to maintain opening hours and service standards.

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

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

Library HR

Tel: +44 (0)113 343 5506

Email: libhr@leeds.ac.uk



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.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information page.

