



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Weekend Customer Services Assistant, Library



Salary: Grade 3 (£17,682 – £19,133 p.a. *pro rata*)

Reference: CSLIB1212

**Hours 13 per week on alternate weekends mostly in term-time
(Saturday 10:00 – 17:00, Sunday 12:00 – 19:00)**

Weekend Customer Services Assistant 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 for 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 a team that staffs our service points, answering enquiries in person, via email/online or on the telephone. You'll help manage customer behaviour in our different study spaces (group/individual/silent), and carry out a variety of administrative tasks. We need to be flexible and responsive to changing demands on our time and developments in our services to meet customer expectations.

What does the role entail?

As a Weekend Customer Services Assistant, your main duties will include:

- Helping customers access services, including using equipment, digital services, web/mobile applications, and to use their own devices;
- Operating our Library systems and delivering services and operations such as overdues, reservations, inter-library loan requests; till work and credit/debit card transactions; troubleshooting equipment;
- Answering enquiries face-to-face, by phone and in writing eg. email or online chat;
- Shelving and moving stock: this involves lifting, manual handling and some working at height;
- Maintaining and monitoring customer compliance with Library policies and regulations;
- Helping train new staff and 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 Weekend Customer Services Assistant you will have:

- An understanding of and commitment to excellent customer service;
- Excellent interpersonal and communications skills, able to provide information face-to-face, over the phone and in written form, adapting the style appropriate to different audiences and situations;
- Experience of working in a library or other similar busy customer services environment;
- Confidence and skills in the use of IT and digital technology, including MS Office, internet and social media;
- Numeracy skills, confident with arithmetic and basic statistics;
- The ability to work under pressure with speed and accuracy, giving attention to detail whilst meeting service and performance standards;
- The ability to make a positive contribution to the team and work collaboratively;
- A proactive and flexible approach, able to respond to changing priorities and new initiatives, and solve problems within given boundaries and procedures.

You may also have:

- Experience of dealing with complaints and handling difficult situations;
- Knowledge and experience of using databases and/or intranets.

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 4 February advertised closing date.

Contact Information

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

Library HR Team

Email: hr@library.leeds.ac.uk



Further information

You'll 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 NB 1 or 2 Saturdays are normally required, rota by agreement
6.5 hours per day Sat 10:00 – 17:00 Sun 12:00 – 19:00	6.5 hours per day Sat 10:00 – 17:00
	5.5 hours per day May Day Bank Holiday and Spring Bank Holiday Monday and Tuesday

Further information about the Library <http://library.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 made in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our Criminal Records information page.

