



**UNIVERSITY OF LEEDS**

## **CANDIDATE BRIEF**

### **Weekend Customer Services Assistant, Library**



**Salary: Grade 4 (£19,612, - £22,417 p.a. pro rata)**

**Reference: CSLIB1221**

**Hours 13.5 per week on alternate weekends plus 4 hours every week  
September to June. See Further Information for additional  
requirements.**

**Interviews will be held on Thursday 18 and Friday 19 December**

## **Weekend Customer Services Assistant Customer Services Team, 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 a team that staffs service points, answers enquiries, manages customer behaviour and carries out administrative tasks. You'll also be responsible for supervising staff and operations when the site manager is off-site, and helping with training.

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;
- Supervising the team in their operational tasks, making sure they are effectively deployed in the manager's absence, and coaching and training new staff;
- Operating our Library systems such as circulation and inter-lending databases; delivering services and operations such as overdue, reservations, inter-library loan requests; till work and credit/debit card transactions; troubleshooting equipment;
- Answering enquiries face-to-face, by phone and in writing (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;
- 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;
- Substantial 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;
- A good understanding of core supervisory skills, including workload allocation and monitoring, coaching and mentoring;
- 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;
- Experience of staff supervision, training, mentoring or coaching others;
- Experience of monitoring KPIs and performance standards.

## How to apply

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



## Contact information

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

### Library HR

Email: [hr@library.leeds.ac.uk](mailto:hr@library.leeds.ac.uk)

## Further information

### Hours of work

Hours are worked to an annual rota which covers alternate weekends:

- Early September to early June:
  - Saturday 9:45 – 17.00\*, or 17:15\*, Sunday 11:45 – 19.00\*, or 18:45\* (\*Site dependent)
  - In addition 4 hours are also worked each week: 9:00 – 13:00, 10:00 – 14:00, or 13:00 – 17:00 with specific day discussed on appointment. These hours continue until the end of June.
- Mid-June to early September:
  - Occasional Saturdays 10:00 – 17:00 during the University summer vacation are required and agreed within the teams.
- Weekend teams also cover on the May Bank Holiday and Spring Bank Holiday Monday and Tuesday and you must be available to work on these days (either 7:30 – 13:00 or 8:00 – 13:30 or 12:00 – 17:30 or 12:30 – 18:00 dependent on site and annual rota);

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.

## Additional information

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

### Working at Leeds



Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### **Candidates with disabilities**

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

