

Job description

Post details

Job Title	Customer Experience Manager
Organisational Location	University Library- Customer Experience and Insight Group
Line Manager	Associate Director of Customer Experience and Insight
Customer Services	
Duration	Permanent
Job Family	Information Services Directorate
Pay band	7
Benchmark Profile	
DBS Disclosure	Not applicable

Background and context

The Customer Experience and Insight is part of the University Library. The Group is responsible for the provision of all customer experience and Insight within the Brynmor Jones Library on the Hull campus. The Library is at the heart of the academic life of the University and attracts several thousand students, staff and external users every day. It also includes an art gallery and exhibition and event spaces whose routine operation is also the responsibility of the Customer Experience and Insight Group.

There are over thirty staff in the Customer Experience and Insight Group and they are all involved in providing services and supporting users in a very busy and quite complex environment. The Customer Experience Managers have the responsibility for the management and leadership of all frontline services in the Library, and for contributing to the continuous improvement of services. The University Library has a major strategic aim to provide a customer experience in the BJL that is as inspiring as the building itself, and the Customer Experience Managers are central to making a daily reality of that aspiration.

Overall purpose of the role

Reporting to the Associate Director of Customer Experience and Insight, the Customer Experience Manager has responsibility for the daily operational leadership and management of the Customer Experience team. The post holder will be expected to contribute significantly to the overall leadership and management of Customer Experience and Insight and will be expected to demonstrate a strong personal commitment to the vision and values of the

University Library, ensuring that in all respects the Customer Engagement team is positioned at the heart of the success of the University.

Main duties

- To manage and optimise the delivery on a daily basis of the operational services provided by the Customer Experience and Insight Group;
- To forecast and deploy staff and equipment resources efficiently and effectively;
- To provide support and guidance to Development and Engagement officers within Customer Experience and Insight, assisting in the prioritisation of their work;
- To ensure that the performance of individual members of staff is well managed through appraisal and other mechanisms;
- To identify and meet the training and professional development needs of frontline staff;
- To develop robust and effective methods of staff recruitment, selection and induction;
- To assist the Associate Director of Customer Experience and Insight in staff succession planning;
- Support and provide resilience when appropriate for the Customer Experience Collections Manager
- Contribute when appropriate to Academic Engagement
- To develop new policies as required in relation to operational services and to keep existing processes under review;
- To liaise as required by the Associate Director of Customer Experience and Insight with facilities, campus catering and any other service provider to the of the Library;
- To collect, analyse and make use of management information to assist in the continuous improvement of frontline services;
- To work collaboratively with other University Library leaders to ensure the effective delivery of services and the achievement of the Library's objectives;
- To work collaboratively with other University groups and teams to streamline processes and enhance the overall Customer Experience at the University of Hull
- To contribute to the overall management and leadership of the University Library through its management structures and project groups.

Additionally the post-holder will be required to:

- Fulfil the employees' duties as described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the Directorate. The post-holder may also be required to undertake specific health and safety roles on request; e.g., act as a display screen equipment assessor, departmental safety officer, or fire warden.
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices. This includes undertaking mandatory equality and diversity training.
- Comply with University regulations, policies and procedures.
- A degree or equivalent professional experience and readiness to work towards relevant professional qualifications
- Substantial managerial experience in a customer services role
- Knowledge and experience of leading teams in a customer service environment
- Experience of library and information environments or other related spheres of activity

Core competencies

- Oral and written communication: Can demonstrate the ability to provide information in a suitable format so that the others' needs are met, and can adjust the level of content to help others understand.
- Teamwork and Motivation – Can demonstrate the ability to provide operational leadership. Ensures that all team members understand what is expected of them and distributes work fairly according to ability. Identifies development and training needs of the team, monitors performance and gives feedback.
- Liaison and Networking – Can demonstrate the ability to make contact with others to ensure that information is exchanged and circulated appropriately to the right person at the right time
- Service Delivery – Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs
- Decision Making Processes – Can demonstrate the ability to consider the impact of decisions on the service; knows when a decision is beyond their responsibility and refers to others
- Planning and Organisation – Can demonstrate the ability to ensure that the work is carried out effectively and that resources are available to meet demand. Identifies the need for further action and resources by monitoring progress.