

Job Description

Job Title:	Customer Experience Team Leader
Faculty/Professional Directorate:	Information Services Directorate
Subject Group/Team:	University Library
Reporting to:	Customer Experience Manager
Duration:	Continuing
Job Family:	Administration
Pay Band:	5
Benchmark Profile:	Team Leader (Admin) Band 5
DBS Disclosure requirement:	N/A
Vacancy Reference:	LL0067

Details Specific to the Post

Background and Context

The Customer Experience and Insight Group is part of the University Library. The Group is responsible for the provision of all frontline services, and the procurement and provision of all library resources. The Library attracts several thousand students, staff and external customers daily.

Specific Duties and Responsibilities of the post

Reporting to the Customer Experience Managers, the Customer Engagement Team Leader will develop and support staff to deliver customer service excellence through;

- Identifying and providing training and development for Information Services
- Creating and maintaining, and monitoring of processes and procedures
- Monitoring performance through Service Level Agreements and reacting to trends
- Day to day support for Information Services customer experience staff
- To ensure that colleagues are able to work and collaborate effectively.

This includes but is not limited to;

- Resource planning
- Carrying out return to work interviews, probationary reviews, and development conversations through appraisal
- Participating in and hosting meetings
- Partnering with other Development and Engagement Officers and senior leaders to plan, execute and manage shared work
- Liaising with, and providing support to, colleagues within University departments and external partners
- Contributing to the welfare support of the Information Services staff including referrals to Occupational Health
- Ensuring all issues relating to Health and Safety or other emergency situations, including building faults which may impact service delivery, are managed effectively.
- Any other duties appropriate to the grade.

GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

- The role holder:
 - Will provide administrative support to staff, students and more senior colleagues
 - Will have practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience
 - Will plan and prioritise own work and will be required to delegate work to others within agreed objectives
 - May have specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures. This will include the discretion to deal with non routine queries and/or issues but more complex situations will be referred to senior colleagues

Main Work Activities

Communication

- Assist in the preparation and collation of written documents for circulation
- Take notes and produce formal minutes at meetings when required
- Format and edit publications
- Draft and type formal documentation
- Compile procedural manuals and other University documentation
- Provide information, advice and support to students, academics, colleagues and others external to the University

Teamwork

- Will supervise the work of others
- Provides advice and guidance to other members of the team
- Work collaboratively with relevant teams across the department

Service Delivery

- Provide administrative support to colleagues including academic and administrative staff
- Provide administrative support to specific projects as required
- Develop and manage office systems to improve the efficiency and effectiveness of the Department
- Administer procedures relating to the work

Planning and Organisation

- Organise and represent the area and University at events
- Plan, delegate and monitor the work of the team to ensure work is completed to schedule
- Co-ordinate departmental processes in conjunction with senior colleagues
- May be expected to organise, prepare and service committees as appropriate

Analysis/Reporting

- Record data and produce regular reports as required using Microsoft Office, other software and corporate systems
- Create spreadsheets to record relevant information
- Maintain, monitor and interpret information
- Provide statistical information to be included in relevant reports
- Use databases (internal/external) to support the work of the department

Additionally the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, 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

COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

The Competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
Knowledge and Experience	
Has a good general education showing clear evidence of literacy and numeracy. For example, GCSE Maths and English A-C.	Application/Interview
Can demonstrate the ability to use a broad range of products from the Microsoft Office suite and have the ability to learn new systems and software.	Application/Interview
Extensive knowledge and experience of supervising teams in a similar or comparable customer service environment.	Application/Interview
Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.	Application/Interview
Communication (Oral)	
Can demonstrate the ability to exchange basic information promptly and in a courteous and effective manner to students, colleagues, line managers and external contacts.	Application/Interview
Communication (Written)	
Can demonstrate the ability to provide information in a suitable format so that the others' needs are met and adjusts the level of content to help others understand.	Application/Test
Teamwork and Motivation	
Can demonstrate the ability to lead the team. Clarifies priorities and ensures they are understood by team members.	Application/Interview
Liaison and Networking	
Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices.	Application/Interview
Service Delivery	
Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory.	Application/Interview
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.	Application/Interview

Initiative and Problem Solving

Can demonstrate the ability to solve standard, predictable problems in accordance with procedures and precedent.

Application/Interview**Analysis/Reporting**

Can demonstrate the ability to use appropriate sources of data to answer questions, gather data systematically and carry out basic analysis accurately and methodically.

Application/Interview