

P10108 Job Description & Person Specification

Last updated: 06 August 2025

JOB DESCRIPTION

Post Title:	Head of Customer Experience		
Academic Unit/Service:	Library & Learning Services		
Faculty:	Student Experience		KX07024732
Career Pathway:	MSA	Level:	5
Posts Responsible to:	Associate Director (User Experience)		
Posts Responsible for:	Customer Services Manager, Enquiry Services Manager		

Job Purpose
Responsible for the development and delivery of excellent, responsive, innovative, consistent, and timely customer experience through user support and services to all library users (staff, students, external members, and visitors) and providing expertise on customer experience across the library service. Using evidence and with the involvement of users and stakeholders, the post holder will direct the development of service standards and support to enrich the individual user experience, evaluate satisfaction data against KPIs and manage relationships to provide integrated support. This includes input to joint development of support delivered in partnership with other Professional Services departments.

Key Accountabilities/Primary Responsibilities	% Time
1. Lead the development and delivery of an innovative and responsive customer experience through customer-focused user services and support, directing a range of high quality innovative and accessible services which meet the needs of a global and mobile University community together with excellent and responsive face to face and virtual support across all library sites. Lead on the development of agreed quality standards such as Customer Service Excellence; responding to feedback and measuring success using satisfaction data, such as NSS, student experience surveys and other measures. Ensure all sites and services work collaboratively to deliver a joined-up customer experience.	30%
2. Responsible for the leadership, performance management and development of team members, including conducting an annual appraisal to ensure that individual contributions are maximised, and succession plans are in place. Line manage direct reports, exercising good people management practices including mentoring, coaching, training, advice, and guidance as necessary. Ensure the right mix of skills and capabilities through continuous professional development, recruitment, and performance feedback.	20%
3. Be accountable for the performance of Library user support and enquiry services ensuring continuous review to improve and develop services, delivery against key performance indicators and responsibility for ongoing training and development of team members as relevant across the library service.	20%
4. Contribute to business planning and manage resources and budgets effectively ensuring value for money and adherence to the University financial regulations.	10%
5. Work with Head of Partnerships and Place to ensure the development and management of the University Library buildings and environment to create safe and inclusive learning and	10%

Key Accountabilities/Primary Responsibilities		% Time
working environment for staff and students, including health and safety and management of risks.		
6.	Participate in professional and academic bodies and networks representing the Library externally, particularly in the development of customer service and user support structures and approaches.	5%
7.	Other duties and project involvement as may be required by the University Librarian.	5%

Internal and External Relationships required for a user facing role with a strategic dimension	
• Departmental and University senior management. • Other members of the department/University staff. • External customers. • Relevant suppliers and external contacts. • Faculties and Professional Services	

Special Requirements
• Occasional requirements to work outside your normal working hours (which may include evenings or weekends) in negotiation with your line manager • Post holders may be asked to work at another campus location to support the delivery of their role and maintain library operations, following consultation with your line manager.

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, Knowledge and Experience	Skill level equivalent to achievement of a professional qualification of post graduate degree Demonstrate management experience in a service-oriented organisation or an area of work directly relevant to user support Understanding of the HE sector and an ability to identify trends and developments in the sector Understanding of trends and developments in the provision of customer experience and services Understanding use of technology in the effective communication and delivery of services and support and in tracking and monitoring performance	Knowledge and/ or experience of Customer Service Excellence accreditation standard or other equivalent standards	Application Application & interview Application & interview Application & interview Application & interview
Planning and Organising	Able to bring personal resilience, drive, and commitment to the management of change Evidence of a self-motivated approach to planning own workload and the work of others Evidence of project management skills working on large projects		Application, interview & references Interview & references
Leadership/Management Skills	Able to formulate strategy and future direction of a service; Able to support tactical initiatives and participate in key decisions as a member of the Library Management Team.		Application, interview & references Interview & references

	Experienced in annual operational planning processes, including the development of objectives and goals; overseeing the cascade into teams; and designing and implementing mechanisms for regular performance assessment Experience of supporting staff with professional and personal development, through regular 1:1 meetings, appraisals, supervision and coaching Experience of creating and managing a high performing team, providing supervision and support to direct reports. Experience of planning for continual improvement of the efficiency and effectiveness of the team		
Service Delivery	Demonstrate ability to set standards to meet customer expectations Ability to evaluate service performance and deliver improvements Awareness of external factors that may impact on services and ability to work collaboratively to formulate appropriate responses		Interview & references Interview & references Interview & references
Communicating and Influencing	Sound communication skills and the ability to make and deliver a business case effectively Able to adapt communication style to suit varied situations and diverse groups Able to build productive liaison and engagement of internal and external stakeholders and users for the benefit of the library service Ability to build strong working relationships with a variety of University staff		
Problem Solving and Initiative	Evidence of ability to problem solve in a context of sometimes rapid change Experience of managing and resolving challenging situations with users and stakeholders Ability to operate with curiosity to get to the root of problems and facilitate solutions that are grounded in the Library Services strategy Proven ability to innovate and develop new ways of working		Application, interview & references Application, interview & references

JOB HAZARD ANALYSIS

Is this an office-based post?

☒ Yes	If this post is an office-based job with routine office hazards (e.g. use of VDU), no further information needs to be supplied. Do not complete the section below.
☐ No	If this post is not office-based or has some hazards other than routine office (e.g. more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (e.g. fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (e.g. solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles (e.g. car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (e.g. strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (i.e. steps, stools, ladders, stairs)			
Fine motor grips (e.g. pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public	X		
Lone working			
## Shift work/night work/on call duties	X		

Appendix 1. Embedding Collegiality

Collegiality represents one of the four core principles of the University: Collegiality, Quality, Internationalisation and Sustainability. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

All staff	Behaviour
Personal Leadership	I take personal responsibility for my own actions and an active approach towards my development
	I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly
	I show pride, passion and enthusiasm for our University community
	I demonstrate respect and build trust with an open and honest approach
Working Together	I work collaboratively and build productive relationships across our University and beyond
	I actively listen to others and communicate clearly and appropriately with everyone
	I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish
	I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes
Developing Others	I help to create an environment that engages and motivates others
	I take time to support and enable people to be the best they can
	I recognise and value others' achievements, give praise and celebrate their success
	I deliver balanced feedback to enable others to improve their contribution
Delivering Quality	I identify opportunities and take action to be simply better
	I plan and prioritise efficiently and effectively, taking account of people, processes and resources
	I am accountable, for tackling issues, making difficult decisions and seeing them through to conclusion
	I encourage creativity and innovation to deliver workable solutions
Driving Sustainability	I consider the impact on people before taking decisions or actions that may affect them
	I embrace, enable and embed change effectively
	I regularly take account of external and internal factors, assessing the need to change and gaining support to move forward
	I take time to understand our University vision and direction and communicate this to others