

Job Description & Person Specification

Last updated: June 2021

JOB DESCRIPTION

Post title:	Front of House Manager		
Academic Unit/Service:	Library Services		
Faculty:	Student Experience		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	MSA3
*ERE category:	n/a		
Posts responsible to:	Customer Services Manager MSA 4 or Enquiry Services Manager MSA 4		
Posts responsible for:	Customer Service Assistants 2a and Customer Services Supervisors 2b		
Post base:	Office-based (see job hazard analysis)		

Job purpose
The post holder works as part of the wider library team responsible for the delivery of first line support for library users. The post holder is responsible to the Customer Services Manager and Enquiry Services Manager (delete as appropriate) for the delivery of high-quality customer focussed library services to agreed service standards for users of the library. The post holder supports the delivery of frontline services including public and study space and facilities, access to print and online resources and makes recommendations and implements service developments. The post has a particular focus on frontline services at Hartley Library but also contributes to the work of other sections within the Library as appropriate and works collaboratively with staff of Library Services based at other sites.

Key accountabilities/primary responsibilities	% Time
1. 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. Actively engage in the appraisal process to create an environment which values achievements, celebrates success, delivers balanced feedback and enables improvement.	40%
2. Act as lead for loan services and student finalist procedures, supporting colleagues at Hartley and other library sites in the understanding and development of associated policies and processes. Take primary responsibility for billing and debt checking, liaising with colleagues at other library sites and professional services.	25%
3. Manage the delivery of responsive front line library services, acting as the initial point of support for referrals and escalated enquiries. Provide advice and support in areas of expertise, knowing when to refer on enquiries as necessary. Contribute to online and virtual enquiry services including chat, online information and email.	15%
4. Take a lead on membership (internal and external) and visitor services for Hartley Library, liaising with relevant partners including SCONUL and the University Estates Service. Act as the first point of contact for users with a disability, liaising with library staff and professional services.	10%
5. To actively engage in a range of training and development opportunities and to be an active participant in developing skills and knowledge, engaging with the wider team and the University.	5%
6. Any other duties as allocated by the line manager following consultation with the post holder.	5%

Internal and external relationships
Departmental and University senior management Other members of the department External customers Relevant suppliers and external contacts such as stock management suppliers, building contractors 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. - Demonstrate Southampton University behaviours (Embedding Collegiality – see Appendix 1)

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training. Able to apply a comprehensive understanding of relevant University and Library systems and procedures,	Relevant degree (or equivalent qualification or experience). Budget monitoring experience. Expertise in the use of relevant library systems.	

	and an awareness of activities in the broader work area.		
Planning and organising	Able to plan and organise own work and that of others with minimal supervision. Ability to successfully plan and deliver administrative, support or service related projects over a given time period.		
Problem solving and initiative	Able to identify and solve problems by applying judgement and initiative and by suggesting improvements in working methods.		
Management and teamwork	Able to solicit ideas and opinions to help form specific work plans. Able to positively influence the way the team works together. Able to ensure staff are clear about changing work priorities and service expectations. Able to allocate and check work of staff, coaching/ training and motivating individuals as required. Able to work within a broader team in a positive way.		
Communicating and influencing	Proven record of good communication and interpersonal skills. Able to influence positively and proactively in negotiating solutions with others in the broader team. Able to adapt communication style to suit different audiences and to use appropriate media channels to develop and deliver information to varied user communities.		
Other skills and behaviours	Able to adapt to change, supporting team members through change and helping them to understand the context. Knowledge and understanding of digital systems and approaches to find, evaluate, create, collaborate, and communicate. Proven record of supporting the Our Southampton Behaviours framework		
Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

☒ Yes	If this post is an office-based job with routine office hazards (eg: 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 (eg: 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	Occasiona lly (<30% of time)	Frequentl y (30-60% of time)	Constantl y (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: 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			
Lone working			
## Shift work/night work/on call duties			

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