



JOB DESCRIPTION

Job Title:	Extended Hours Duty Supervisor
Department / Unit:	Library Services
Job type:	Professional Services
Grade:	RHUL 4
Accountable to:	User Experience Coordinator (Extended Hours)
Accountable for:	Library Assistants
Purpose of the Post	
Working as part of the Library Customer Services team, this role is key to providing an excellent customer experience to our diverse community of Library users, both in person and online. Shared responsibility for the delivery of frontline user-centred enquiry services and stock management processes. Through effective and efficient communication, the post holder will work closely with members of the Customer Services team to ensure the continuity of services from core hours to extended hours.	
Key Tasks	
1. Delivery and supervision of a user-focused Helpdesk service both in-person and online through our Livechat service and Enquiry Management System, to ensure continuity of service during extended hour. 2. Dealing with queries relating to membership, borrowing, overdue books, holds and inter-library loans etc. Making decisions and taking appropriate action to deal with problems and enquiries as they arise and where appropriate liaise with colleagues from across the college and external agencies to ensure that the query is resolved appropriately 3. Effective supervision of a small team of library assistants. Carrying out probation meetings, monitoring performance and attendance of the team staff working on your shift, supported by the User Experience coordinator. 4. Delivering training to both new and existing library assistants Identifying development opportunities for all assistants. 5. Actively take part in the supervision and management of the physical stock.	

Oversee routine stock activities including shelving, shelf discipline, tidying, and participate in the planning and execution of larger collection management projects with direction from the User Experience Coordinator.

6. Support staff in the enforcement of library regulations relating to appropriate student behaviour according to zoned study areas.
7. Participation in the recruitment and selection of library assistants as required.
8. Ensuring appropriate data is recorded by library assistants, to monitor and help plan the development of library services.
9. Responsibility for appropriately escalating: Facilities, IT, Network, Alma, and behavioural problems to the relevant contacts while on duty.
10. Contributing to wider library projects as required.
11. Attend occasional meetings, job related courses and training that may fall outside of normal scheduled hours.

Other duties and expectations

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive. The post holder may be required to liaise with:

Student Services, Marketing and Communications, IT Services, Campus Security and Estates.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge, and abilities that are needed to fulfil this role are set out below.

Job Title: Evening Duty Supervisor

Department: Library Services

	Essential	Desirable	Tested by Application Form/ Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to A- Level or equivalent	X		Application Form
Skills and Abilities			
Excellent communication and interpersonal skills with an ability to tailor information and communicate with diverse user groups and individuals.	X		Interview/ Application Form
Ability to plan and prioritise work under your control.	X		Application Form
The ability to relate to students and staff at all levels in a professional and confident manner.	X		Interview
Readiness and ability to work on own initiative and act pro-actively.	X		Application Form
Experience			
Working in a Customer Service environment.	X		Application Form
Working as part of a team.	X		Application Form/Interview
Experience of working with standard IT applications and web-based systems.	X		Application Form/Interview
Working in a library/higher education environment.		X	Interview
Administrative experience including MS Excel.	X		Application Form
Supervising and training of staff.		X	Interview
Other requirements			
Understanding of equality, diversity and inclusion issues, particularly with reference to service delivery for diverse communities.	X		Interview
Commitment to participate in personal development.	X		Application Form /Interview
Flexibility to cover additional hours if required.		X	Application Form