

**Library Experience Co-ordinator**

Faculty / Department:	Library & Learning Resources	Grade:	SO1: Salary range
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Library Experience Librarians	Responsible for:	- Library Experience Advisors - Library Experience Attendants
Job Purpose			
Reporting to a Librarian within the Library Experience team, Library Experience Co-ordinators have responsibility for ensuring the day-to-day delivery of first line and second line assistance and enquiry services to library users on campus and remotely.			

Main Activities and Responsibilities

1. To support and supervise front line teams to ensure the delivery of customer focused front-facing services. Duties include assisting users in using information resources and University facilities, day to day responsibility for the maintenance of appropriate learning environments in conjunction with other key University stakeholders, maintaining the accuracy of borrower records, resolving escalated queries and generating specific communications to borrowers about their loans.
2. To have a day-to-day responsibility for the maintenance of appropriate learning environments in conjunction with other key University stakeholders
3. To ensure that appropriate risk management processes are operational
4. To contribute to the development and implementation of policies, procedures and services in the specific area with a view to delivering the highest quality services and maximising their effectiveness
5. To contribute to the production of reports, statistics, key performance indicators and any other management information required in relation to the service area
6. To provide the day-to-day management of the team of Library Experience Advisors and Library Experience Attendants, including responsibility for Individual Performance Reviews (IPRs) and contributing to recruitment as necessary
7. To be responsible for the day-to-day management of finance related paperwork and records
8. To carry out an annual audit and to follow a disposal schedule for all paperwork
9. Contribute to fixed term projects/tasks and in some cases taking a lead role
10. Contribute to the strategic development and implementation of policies, procedures and services with a view to delivering the highest quality services and maximising their effectiveness
11. To contribute to the maintenance of the tidiness of the shelves and all aspects of the physical



environment of library and learning spaces

Person Specification

Essential Criteria

Application Form / Support Statement / Interview

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| 1. A good general standard of education, at least GCSE or equivalent. | Application Form /
Support Statement |
| 2. Demonstrable understanding of, and commitment to, effective customer service provision | Application Form /
Support Statement /
Interview |
| 3. Commitment to meeting the needs of stakeholders effectively | Application Form /
Support Statement /
Interview |
| 4. Experience of leading and motivating teams and resources as necessary | Application Form /
Support Statement /
Interview |
| 5. The ability to demonstrate initiative, problem solving and decision making | Application Form /
Support Statement /
Interview |
| 6. Demonstrate effective collaborative working with a range of colleagues and stakeholders, both internal and external to the institution | Application Form /
Support Statement /
Interview |
| 7. Demonstrable ability to support service change and contribute to a culture of continuous service improvement | Application Form /
Support Statement /
Interview |
| 8. Excellent communication and interpersonal skills | Application Form /
Support Statement /
Interview |
| 9. A high degree of organisational ability | Application Form /
Support Statement /
Interview |
| 10. Excellent digital literacy, being able to use word processing, spreadsheet and communication applications, e.g. MS Word, Excel, Outlook, Teams and willing to learn and explore new tools and technologies relevant to the role. | Application Form /
Support Statement /
Interview |
| 11. Collaborative approach to team working, with strong commitment to sharing CPD. | Application Form /
Support Statement /
Interview |



12. Demonstrated ability to work collaboratively in a diverse and inclusive environment and commitment to reflective practice, open communication, and constructive feedback and challenge.	Application Form / Support Statement / Interview
Desirable Criteria	
13. Experience in contributing to decision making	Application Form / Support Statement / Interview
14. Knowledge of developments in the higher education sector	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.