JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Library Customer Care (Extended Hours) Co-ordinator</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>Grade 6</td>
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<td>Accountable to:</td>
<td>Head of Customer Services</td>
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Purpose of the Post

The Library is designed as a central point on campus where a variety of facilities / equipment are available to Library users for study and research, and where provisions, whether it be physical or electronic resources, can be accessed 24/7, for 350 days a year. It is expected that staff who work in this team will develop a breadth of knowledge and demonstrate a commitment to our vision and service standards. The Library is dedicated to providing outstanding customer service, and staff in this role are key to the success of the service.

Library Customer Care Supervisor is responsible for the key tasks outlined below.

Key Tasks

Main responsibilities of the post are:

- Responsibility for delivering the Library Service during the extended opening hours.
- Taking a lead role in the development and delivery of Customer Services training to maintain a consistent and high level approach to the front line activities, 9am to 9pm, 7 days a week.
- Responsible for the management of the timetable / staff rota to ensure that the Library is appropriately staffed throughout the year.
- Take a lead role with staff training and identifying opportunities for all front line staff’s training and development.
- Accountable for ensuring all service standards / KPIs for Library Services are met within the relevant teams.
- Developing an in-depth knowledge of key areas to act as a point of referral for front line staff.
- Lead recruitment of staff within the weekend and evening teams.
- Managing the customer care related activities such as roving support, induction tours and other pro-active measures to assist staff within the weekend and evening teams.
Accountable for the self-service equipment. This includes the book sortation room, MFDs, PC’s, Laptop Cabinets, audio-visual equipment and to support staff in the use of the equipment and escalating appropriately.

Responsible for overseeing a range of external memberships of the library during the extended opening hours. These include SCONUL Access, M25 and University of London arrangements plus others as they may arise.

Overseeing customer care related activities such as roving support, induction tours and other pro-active measures to assist customers.

Ability to convey stock management projects information to Library Users via Social Media (Twitter, Facebook etc) and Library web pages.

Managing the delivery of email (requests) and telephone services in the Library @ the evening / weekends.

Responsible for the implementation of new customer care activities, including roving support, inductions and other proactive measures of support for Library users.

Working collaboratively with the Library Customer Services (Collection) Co-ordinator to ensure that stock management projects are continued throughout the extended Library frontline opening hours, thus, improving the navigability of physical stock.

Overseeing the referral of queries to other professional services (where necessary)

Responsible for enforcing appropriate student behaviour according to zoned study areas including the organisation and supervision of regular noise patrols.

Responsible for opening/closing of the buildings as and when required.

Taking a lead role in implementing new processes to improve the student experience.

Daily accounting of all monies received from fines, book replacements, printing / copying etc.

Undertaking projects to enhance the student experience as directed by the Head of Customer Services / Library Customer Services Co-Ordinators to ensure the Library’s strategic aims and goals are achieved.

Staffing supervision/management

Line Management responsibility for staff working within the weekend and evening teams.

Accountable for the authorisation of the weekend / evening teams timesheets via My View.

Accountable for recording student staff working hours on the HR database, ensuring that the 20 hour weekly working limit is not exceeded.

Lead recruitment, induction training, probation and performance management of the weekend / evening supervisors.

Assisting the Head of Customer Services / Library Customer Care Co-ordinators with the induction of new staff including producing the induction timetable and training schedule.
• Coordinating the sharing of best practice between deputy supervisors and frontline staff.
• Communication with weekday and evening / weekend supervisors to ensure continuity of service and that additional tasks, project work and other non/regular work is carried out.

Facilities Management
• Responsible for the management of the Library environment and escalating accordingly.
• Responsible for escalating appropriately Facilities, IT, Network, Alma, and behavioural problems to the relevant contacts while on duty.

Service wide responsibilities
• It will be necessary for the postholder to be contactable remotely with urgent issues outside of their working hours, but within the evening/weekend team working hours.
• Support the Head of Customer services in new developments within the service.
• To participate in cpd25 events, regional and national Customer Services conferences (for example CILIP conference) in order to maintain awareness of new developments within the Customer Services area.
• Following the implementation of a new system, for example the new Enquiry Management System, Footprints, developing processes / procedures / work flows in order to exploit opportunities to improve staff efficiencies and user satisfaction.
• The collection of statistics collection on site and providing management information to colleagues.

The Library Service will be open 24/7, 350 days a year, with the exception of the College's published Christmas closure period. The front line service delivery will operate throughout the opening hours from 09.00am until 09.00pm 7 days a week. External Security Staff will cover the overnight shift 9pm to 9am.

Other Duties
The Library Service is a developing function and is expected to evolve in the coming months and years.

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

The post holder will be required to spend time with both evening teams at least once a fortnight, and 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 but the post holder will be required to liaise with:

- IT Services
- Other Davison Building services, particularly Careers & Employability and the Student Service Centre
- Other professional services and academic departments
- Student Advisory and Wellbeing Services
  Commercial Services, particularly with the Estates department