



JOB DESCRIPTION

Job Title:	Head of Customer Services
Department / Unit:	Library Services
Grade:	RHUL 8
Accountable to:	Associate Director (Academic & User Services)
Purpose of the Post	
The postholder will be a key member of the Library's Management Team, working across the Academic Services Directorate	
Key Tasks	
<p>The main responsibilities of the post are:</p> <p>Leadership and development of excellent customer service to provide an excellent student and researcher experience;</p> <p>Leadership and management of the Customer Services teams providing a 24/7 Library and study environment, and support for students;</p> <p>To work with the Deputy Director and colleagues across the Library, and Academic Services Directorate, to contribute to the overall development of the strategic direction for customer service;</p> <p>To take responsibility for the development and implementation of a strategy of continuous improvement with regard to physical library space, working closely with the Library Management Team;</p> <p>Provision of management information and reports through the collection, collation and interpretation of statistics, using these to inform and enhance services;</p>	

Responsible for:Customer services

The development of a responsive, user-focused customer services model across the library's full range of opening hours, with a drive for excellence and ownership of library users' needs.

Effective line management, performance management and staff development of the Customer Services team, establishing clear service levels for each team and monitoring training and delivery against these standards.

Working with the Head of Academic Services to ensure that the frontline service staff are trained to an agreed level of information literacy and understanding of College and external systems.

Co-ordination and ongoing development of analytics to inform the Library's understanding of its users and to determine how to improve services. Providing reports, analysis and interpretation of statistics and other management information, and proactively using these to improve services.

Oversight of effective communication with students through social media, student channels and other mechanisms to promote the library, including service developments, customer service initiatives and other information.

Attending appropriate student and academic forums to present and engage in discussion on Library related matters pertaining to the promotion and experience of library services.

Overall responsibility for ensuring that equipment is maintained and functioning to a high standard, with suppliers meeting their SLAs.

Overall responsibility for accounting for all income received from fines and banking them in line with the College's Financial Regulations.

Participation in Helpdesk and Enquiry Service work.

Stock management and library environment

The appearance of the Library, working with the Building Manager, Library Administration and others to ensure high standards of cleanliness, and that the library environment is appropriate with respect to tidiness, temperature and other factors.

Taking the lead on developing the library's physical space, drawing on UX work, user feedback, emerging needs of departments and horizon scanning to formulate a strategy of continuous improvement.

Oversight of circulation and stock management services, setting standards of service and ensuring they are applied consistently through effective monitoring procedures.

Specific responsibilities

Ensuring that use of the LMS is optimised with regard to customer service potential, and efficient staff workflow within the customer service team.

Monitoring external developments and best practice in customer services and proactively identifying opportunities for better, innovative ways of delivering services and improving the user experience.

Undertaking regular process reviews and implement outcomes to ensure that the customer service team and frontline workflows and processes are efficient and effective with regard to the use of staff time and the user experience.

General

Assisting with resource planning and the development of services across the library through attendance and participation in library management meetings.

Leading and / or participating in service development projects to meet the Library's strategic aims and goals.

Representing the College at relevant professional meetings and events. Providing first line of communication to relevant external organisations.

Other Duties

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