

PERSON SPECIFICATION

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

Job Title: Head of Customer Services

Department: Library Services

	Essential	Desirable	Tested by (Application form, Interview, Test)
Qualifications and Training			
A first degree in an academic discipline and/or relevant work experience at a senior level in a library or information service	x		Application Form
Postgraduate qualification in librarianship, information science or information management and/or relevant work experience at a senior level in a library or information service	x		Application Form
Leadership or Management qualification		x	Application Form
Skills, Experience and Knowledge			
Extensive experience of delivering customer services in an academic context	x		Application Form
Familiarity with issues around user needs in a learning and research environment	x		Application Form / Interview
Ability to set service standards to a high level and deliver excellent customer services within this framework	x		Interview
Good standard of numeracy	x		Interview
Experience of effective line management	x		Application Form / Interview
Experience of project management		x	Application Form / Interview
Excellent presentation skills	x		Interview
Excellent verbal and written communication skills, including ability to write formal reports for different stakeholders	x		Application Form / Interview
Ability to present complex information in a concise and clearly understandable manner to a variety of different user groups	x		Interview
Excellent organisational, planning and problem solving skills to ensure activities are completed within required timescales to required standards, reprioritising as required	x		Application Form / Interview
High degree of confidence with standard IT applications, web-based systems, social media, administrative systems and databases	x		Interview
Negotiation skills	x		Interview
Ability to develop and implement new systems and processes effectively to improve standards and efficiency	x		Interview
Familiarity with developments in Higher Education libraries	x		Interview
Personal and Interpersonal Qualities			
Strong leadership style	x		Interview
Self-motivated with minimal supervision required	x		Interview
Ability to work in informal cross-disciplinary teams to deliver common goals	x		Interview
Ability to build and maintain effective working relationships with staff and students at all levels within the University and with external stakeholders	x		Interview
Ability to meet deadlines	x		Interview
Customer focused with an enthusiasm for genuine customer satisfaction for all users	x		Interview
Display a versatile, adaptable and enthusiastic attitude and use initiative in a busy changing environment	x		Interview
Determination in furthering Library goals in a complex environment	x		Interview
Capacity for Career Development			
Membership of a relevant professional body		x	Application Form / Interview
Commitment to CPD	x		Application Form / Interview