JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Weekend Deputy Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>RHUL 4</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Weekend Supervisor</td>
</tr>
</tbody>
</table>

**Purpose of the Post**

Shared responsibility for the weekend delivery of frontline user-centred loans services and shelving/book processing services, for the Emily Wilding Davison building. Also covering all periods of planned leave and unexpected absence through sickness of the Weekend deputy supervisors or Evening supervisors.

This should be done through the efficient and effective communication with the Customer Care (Extended Hours) Co-ordinator, Deputy Weekend Supervisors and the Evening Duty Supervisors to ensure continuity of service.

**Key Tasks**

- Participation in the supervision and continuous improvement of customer service delivery across the Library service;
- Participation in the development of the Helpdesk staff/service;
- Delegation of tasks to a team of library assistants.
- Delivery of a user focussed Helpdesk service.
- Delivery of shelving and stock management service to high standards;
- Communication with Weekday/Weekend supervisors to ensure continuity of service;
- Supervision of the weekend team ensuring that staff are providing information according to Customer Services standards;
- Delivery of ongoing and one off stock management projects.

**Customer Services including frontline supervision**

- Assisting the Customer Care (Extended Hours) Co-ordinator with the timetabling of staff to ensure that a weekend deputy supervisor is on duty throughout all periods of planned absence.
- Carrying out helpdesk duties which includes dealing with cash handling (fines transactions etc., membership, borrower data, overdue books, dealing with holds etc, making decisions and taking appropriate action to deal with problems and enquires as they arise.
• Supervision of all staff engaged in weekend activities. This includes the use of the Library Management System, Alma, Self-service enquiries, Self Service equipment, Staff issue, IT queries, printing software. In addition the weekend deputy supervisor is responsible for organising breaks for the weekend team and ensuring timesheets are completed as required.
• Supervision of the weekend assistants’ to ensure that staff are providing information correctly to users and that they are aware of how to refer matters appropriately to specialised library staff.
• Communication with weekday supervisors to ensure continuity of service and that additional tasks, project work and other non/regular work is carried out.
• Responsible for ensuring shelving and stock management activities, including shelving, tidying and shelf discipline take place according to agreed service standards.
• Accounting for monies received from fines, photocopying etc.
• Day-to-day supervision of the self-service equipment, Multi-Functional Devices (photocopiers and printers), computers, audio-visual equipment and the support in the use of such equipment and escalating appropriately.
• Responsible for enforcing appropriate student behaviour according to zoned study areas including the organisation and supervision of regular noise patrols.
• Responsible for carrying out probation meetings and monitoring performance and attendance of the weekend team staff working on your shift.
• Conveying information to Library Users via Social Media (Twitter, Facebook etc).
• Ability to answer Library user enquiries and to log car parking requests via the Footprints software.
• Monitor and process Sconul applications.
• Proactively engage and interact with customers, being visible and accessible to customers.
• Promote and market our services, and signpost to other services as appropriate.
• Encourage and respond positively to customer feedback.
• Training of new weekend library assistants, and ongoing development/training of existing weekend library assistants.
• Planning daily task rotas on a shift by shift basis to ensure the needs of the service are met.

**Facilities Management**

• Responsible for the maintenance of the Library environment including regular tidying, relocation of chairs and reporting issues with excess litter
• Ensuring that both the public areas and the staff working areas (helpdesk, offices etc.) are kept safe, clean and tidy
• Responsible for escalating appropriately Facilities, IT, Network, Alma, and behavioural problems to the relevant contacts while on duty.
• Attendance at termly supervisors meetings, job related courses and training.

**Service wide responsibilities**

• Such other duties as the Head of Customer Services may reasonably require.
• Assisting with development and project work, as appropriate.
• Maintain high standards of dress, punctuality, integrity, honesty and politeness to Library users.
<table>
<thead>
<tr>
<th><strong>Other Duties</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</td>
</tr>
</tbody>
</table>