JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Head of Customer Services</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library, Learning Support and Culture</td>
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<tr>
<td>Job type:</td>
<td>Professional Services</td>
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<tr>
<td>Grade:</td>
<td>8</td>
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<tr>
<td>Accountable to:</td>
<td>Assistant Director (Library)</td>
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<tr>
<td>Accountable for:</td>
<td>Customer Services Team</td>
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Purpose of the post

The Head of Customer Services is responsible for leading the Library’s user-centred approach to the development and delivery of high-quality front-line services, ensuring that the Library delivers a portfolio of innovative, inclusive and accessible services and spaces that respond to the needs of diverse learning and research communities.

They are responsible for leading, managing and developing the Customer Services team. As a member of the Library Management Team, the postholder supports the operational and strategic management of Library Services, and leads operational delivery of Library priorities for the Customer Services team. The role includes collaborative working across a range of services within the Student and Academic Services Directorate, to ensure a joined-up approach to service delivery.

Key tasks

1. Lead and motivate the Customer Services team, supporting an inclusive working culture. Deliver effective line management, performance management and staff development, establishing clear service levels for the team and monitoring training and delivery against these standards.

2. Take overall responsibility for the delivery of key Library services in both physical and digital environments, including circulation and enquiry services. Lead the development of policies and regulations relating to service delivery.

3. Lead the management and development of Library spaces to deliver an effective and accessible study environment, liaising closely with the College’s Estates department.

4. Ensure that Library space and service provision supports the needs of all user communities, and that the Library takes a culturally competent approach to service development and delivery. Foster a customer focussed culture to support the delivery of consistently high-quality services.

5. Lead service development and assessment activities. Develop the Library's use of user-experience research and analytics, working in partnership with students and researchers to determine how to improve services.

6. Have 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. Effectively represent the Library at student and academic forums to present and engage in discussion on issues pertaining to the promotion and experience of Library services.
7. Have oversight of collection management and the physical arrangement of Library collections, setting standards of service and ensuring they are applied consistently through effective monitoring procedures.

8. Take responsibility for the configuration of the Customer Services team, including management of casual staff posts and associated budgets. Act as the primary liaison with Security staff supporting the Library space, including both in-house and outsourced Security staff.

9. Undertake regular process reviews and implement outcomes to ensure that workflows and processes are efficient and effective with regard to the use of staff time and the user experience. Ensure that use of the Library Management System (Alma) is optimised with regard to customer service potential, and efficient staff workflow within the customer service team.

10. Work with the Library’s Data Steward to ensure that GDPR policies and processes are followed within the team, taking particular responsibility for management of user data in the Library Management System.

11. Ensure that the College’s Financial Regulations are followed, and take responsibility for accounting for income received from fines.

12. Work with the Building Manager, Library Administration and others to ensure that the library environment is appropriate, and that Health and Safety processes are observed, updating policies as required. Take overall responsibility for ensuring that equipment is maintained and functioning to a high standard, with suppliers meeting their Service Level Agreements.

13. As a member of the Library Management Team, contribute to the strategic development of Library Services, and the remit of the Customer Services team. Assist with resource planning and the development of services across the Library through attendance and participation in library management meetings. Lead and/or participate in service development projects to meet the Library’s strategic aims and goals.

14. Represent the College at relevant professional meetings and events, and provide a first line of communication to relevant external organisations. Engage with professional bodies to monitor best practice in customer services and proactively identify opportunities for innovative ways of delivering services and improving the user experience.

Other duties and expectations

Any other duties as required by the line manager or Head of Department, that are commensurate with the grade.

As the needs of the University change so the above job profile, duties and location of the role within the Faculty/Service of the University will be adjusted accordingly.

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

Internal and external relationships

The post holder will be required to work closely with all colleagues within the department.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Student and Academic Services, including Disability and Dyslexia Services
- IT Services
- Estates, including Security