



JOB DESCRIPTION

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| Job Title: | Evening Duty Supervisor |
| Department / Unit: | Library |
| Job type | Professional Services |
| Grade: | 4 |
| Accountable to: | Senior Information Assistant (Customer Services) |
| Purpose of the Post | |
| <p>Working as part of the Library Customer Services team, this role is key to providing an excellent customer experience to our diverse community of Library users, both in person and online.</p> <p>Shared responsibility for the weekend delivery of frontline user-centred enquiry services and stock management processes.</p> <p>Through effective and efficient communication, the post holder will work closely with members of the Customer Services team to ensure the continuity of services from weekday to weekend.</p> | |
| Key Tasks | |
| <ol style="list-style-type: none"> 1. Delivery and supervision of a user-focused Helpdesk service both in-person and online through our Livechat service and Enquiry Management System, to ensure continuity of service at the weekend. 2. Dealing with queries relating to membership, borrowing, overdue books, holds and inter-library loans etc. Making decisions and taking appropriate action to deal with problems and enquiries as they arise and where appropriate liaise with colleagues from across the college and external agencies to ensure that the query is resolved appropriately 3. Effective supervision of a small team of library assistants. Carrying out probation meetings, monitoring performance and attendance of the weekend team staff working on your shift, supported by the Senior Information Assistant (Customer Services). 4. Delivering training to both new and existing weekend library assistants identifying development opportunities for all assistants. 5. Actively take part in the supervision and management of the physical stock. Oversee routine stock activities including shelving, shelf discipline, tidying, and participate in the planning and execution of larger collection management projects as they arise. | |

6. Support Library security staff in the enforcement of library regulations relating to appropriate student behaviour according to zoned study areas.
7. Participation in the recruitment and selection of library assistants as required.
8. Ensuring appropriate data is recorded by library assistants, to monitor and help plan the development of library services.
9. Responsibility for appropriately escalating: Facilities, IT, Network, Alma, and behavioural problems to the relevant contacts while on duty.
10. Contributing to wider library projects as required.
11. Attend occasional meetings, job related courses and training that may fall outside of normal scheduled hours.

Other duties and expectations

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 their manager.

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 following list is not exhaustive. The post holder may be required to liaise with:

Student Services, Marketing and Communications, IT Services, Campus Security and Estates.