JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Extended Hours Duty Supervisor</th>
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<tr>
<td>Department / Unit:</td>
<td>Library Services</td>
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<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>RHUL 4</td>
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<tr>
<td>Accountable to:</td>
<td>User Experience Coordinator (Extended Hours)</td>
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Purpose of the Post

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.

Shared responsibility for the delivery of frontline user-centred enquiry services and stock management processes.

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 core hours to extended hours.

Key Tasks

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 during extended hours.

2. Resolve enquiries, including those escalated by Library Assistants, 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 University 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 team staff working on shift, supported by the User Experience coordinator.
4. Delivering training to both new and existing library assistants Identifying development opportunities for all assistants.

5. To supervise and participate in the management of physical stock. Actively oversee routine stock activities including shelving, shelf discipline, tidying, and participate in the planning and execution of larger collection management projects with direction from the User Experience Coordinator.

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 University. 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.