

JOB DESCRIPTION

Job Title:	Customer Support Assistant	Grade:	SG3
Department:	Information and Library Services Stockwell Street Library – Greenwich Campus	Date of Job Evaluation:	
Role reports to:	User Services Supervisor		
Direct Reports			
Indirect Reports:	None		
Other Key contacts:	Circulation Support Assistants Student Workers First Line IT Support ILS Colleagues		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE:

As part of the Library team, you will assist in the delivery of a high quality, customer focused library and open access IT services which support the teaching and learning, and research activities of the University.

Working primarily on the library floor, this post acts as a first point of help and advice for library users, helping them access and use our extensive range of printed and electronic resources. Duties include managing the Library environment, ensuring health and safety procedures are observed, ensuring students observe library regulations, liaising with security, reporting and progressing maintenance issues and defects relating to the building, its environmental controls and equipment on all floors.

You will also be required to participate in shelving activities and demonstrate an understanding of manual handling guidelines, which will be required when lifting heavy items.

The Customer Support Assistant will work closely with the User Services Team in a variety of ways to help them enhance the customer experience.

KEY ACCOUNTABILITIES:

Team Specific:

Main duties and Responsibilities

- Deliver an excellent customer experience including assisting users on how to use library resources and equipment.
- Participate in roaming support in order to help our users become confident and independent users of the resources available to them.

- Assist users with directional and initial information enquiries.
- Provide frontline support using the Library Management System to carry out various tasks and reports, assist users with the operation of library equipment and resources, and attend to basic problems, reporting faults as appropriate to ensure that our users have an excellent customer experience.
- Assist with the day-to-day operations of services and space, keeping the space in good order through regular tidying, shelving and filing, in accordance with best health and safety practice and security guidelines.
- Support users with routine use of IT, such as using basic software and Wi-Fi.
- Uphold Information and Library Services policies and procedures.
- Participate in Library Services meetings and support Information and Library Services-wide projects, groups and activities as required.
- Other duties arising from the needs of Information and Library Services.

In addition the post holder may be expected to

- Assist with all library related administration procedures.
- Work with the User Services Supervisor and User Services Manager to ensure the service evolves to meet the changing needs of the library users and the University.
- This job description reflects the core activities of the role and, as developments occur in the University and ILS, there will inevitably be changes in the emphasis of duties. It is expected that the post-holder will recognise this and adopt a flexible approach to work and be willing to participate in training.

Training will be provided on use of all equipment and services

Generic:

- To establish and maintain a professional working relationship with colleagues within Information and Library Services and the wider University community and other external users.

Managing Self

- Be able to respond to users in a calm and understanding manner at all times, to ensure their needs are understood and acted upon.
- Be a team player, sharing and giving knowledge, promoting good practice, supporting colleagues and showing an ability to work collaboratively whilst able to take initiative.
- Be self-motivated, flexible and show resourcefulness when dealing with tasks.
- Respond to enquiries in a timely and effective manner and refer to the appropriate person as necessary.
- Work to service deadlines.
- Take advantage of staff development opportunities offered within the University and externally as identified at appraisal.

Core Requirements

- Adhere to and promote the University's policies on Equality and Diversity and Information Security.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the University's negative environmental impacts wherever possible.
- Ensure compliance with Data Protection regulations and University policy regarding Information Security.
- Willingness to undertake training as and when required.

Additional Requirements:

- From time to time to assist with work of a similar level and nature in other areas as required.
- The library will supply branded clothing which the postholder is expected to wear during key periods of the academic year such as Induction weeks, open days and while on public duty. This helps users identify staff to ask for help, especially if you are on roaming duty.
- A willingness, with training, to undertake specific health and safety related duties.

KEY PERFORMANCE INDICATORS:

- Delivery of prompt and high-quality service to staff and students.
- Delivery of work to agreed timescales.
- Contribution to team effectiveness.
- Levels of customer satisfaction (measured by feedback, complaints and surveys).

KEY RELATIONSHIPS (Internal & External):

- Staff and student users at all levels.
- Other support offices within the University such as Student Records, Student & Academic Services and the Student Wellbeing Service.
- External visitors.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of working within a library, retail or customer service environment. • Experience in routine use of computerised systems. • Clear user focused approach to work with the ability to respond flexibly to change. • Experience of working actively within a team and ability to work collaboratively whilst able to take initiative. <p>Skills</p> <ul style="list-style-type: none"> • Demonstrable skills in dealing with users, providing a calm and effective environment in which to resolve their queries, issues and requests. • Able to ensure that accurate information is passed onto the most appropriate people in a timely fashion. • Excellent verbal and written communication skills. • Excellent IT skills MS Office, Word, PowerPoint, Excel spreadsheets, Web/Internet, Email. • Excellent organisational skills and the ability to motivate yourself and others, work under pressure and manage a variety of tasks simultaneously. • To be able to work under pressure and prioritise work loads <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to A-level standard or equivalent. <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a University Library, retail or a Customer Service Environment. • Experience of working within the Higher Education Sector. • Able to offer basic support and training to users in general Microsoft Office and software and hardware such as printers and photocopiers or multi-functional devices. • Demonstrable knowledge of key developments in Customer Service and/or Higher Education. <p>Skills</p> <ul style="list-style-type: none"> • Knowledge of mobile devices and developments in information technology. <p>Qualifications</p> <ul style="list-style-type: none"> • Educated to Degree standard. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A

