

Job Description

Job Title	LIS Customer Services Assistant
Department	LIS
HR Ref No.	
Role Code	LISCSA
Grade	OS4
Base location	Marriss House, Birkenhead
Reports to	Operational Lead OS8
Direct reports	N/A
Date created	Nov 25

Job purpose

As a single point of contact, Customer Services Assistants utilise exceptional communication skills as they resolve multiple requests and facilitate access to equipment, physical and electronic resources, whilst referring queries which require greater specialist knowledge to colleagues, ensuring that any necessary information is captured and recorded.

Key duties and responsibilities

Main tasks and responsibilities of the role holder are:

1. Communicating effectively:

The role holder is expected to communicate effectively and efficiently utilising both written and verbal formats daily, in a professional manner to enable:

- o explain and demonstrate sources of information
- o communicate with university departments
- o provide helpdesk function of information logging
- o referral to other LIS or wider University teams
- o collaborate with external organisations that supplement our services

2. Leadership and Working Collaboratively (Teamwork and Motivation)

The role holder is expected to contribute towards the shared goals of the Customer Services Team by:

- o Ensure that the customer receives a positive welcome and contributes to the positive culture and atmosphere of our buildings and services through insightful, and knowledgeable responses and guidance.
- o Collaborating on responses to queries and service requests, and regarding workloads informing the Customer Services Team Leaders and Customer Services Manager as needed.
- o Working under the direction of Project Officers and management as required.

3. Liaison and Networking

The role holder is required to liaise with the appropriate teams in order to pass information on promptly, to keep people informed and to ensure work is completed effectively.

For example: Incident and problem management, recognising trends and escalating to appropriate staff

4. Delivering a High Quality Standard of Service (Service Delivery)

The role holder will be expected to deal with multiple service channels, completing simultaneous requests to external and internal customers, in a professional manner whilst paying close attention to detail including, but not limited to:

- o Customer services
- o Library operations and functions
- o Supporting teaching and learning environment

5. Effective Decision Making

Utilise personal and team experience and judgment to provide responses to inbound enquiries and service requests in line with department procedures.

- o To make collaborative decisions with colleagues within the team on changes or improvements to operational processes affecting the teams service delivery. E.g. work rotas, escalations, operational improvements.

6. Planning and Organising Self and Others

To take responsibility for planning and prioritising individual workloads, working to existing processing or best practice and recognising where they are best needed to make an effective contribution to team outcomes.

- To be aware of their own work patterns and have a flexible approach due to service priority.

7. Innovation and Improvement

The role holder is expected to engage in first line diagnostics and problem solving, using own experience, engaging in basic reference interviewing to establish the root cause of problems and using their own initiative in identifying solutions.

- o Where first line resolution is not possible, requests will be logged for referral in line with department procedure, identifying and reporting major incidents for escalation
 - The role holder will identify any issues or improvements with process, procedure or resolution.

8. Analysis and Research

The role holder will accurately gather information and log it appropriately, in line with department guidelines

- The role holder will evaluate real time data and events to foresee trends in activity, data or usage and alert the co-ordinator or manager.
- In addition to the purpose above, to undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.
e.g. ensuring spaces are available for use, running library processes, checking bookings.

General Duties

- To uphold and comply with all University's policies and procedures, including those relating to:
 - Equality, diversity and inclusion
 - Health and safety
 - Data protection and IT security
 - Safeguarding
 - Sustainability
- To support the creation of a culture that is highly performance-focused and built on a foundation of fairness, diversity, belonging and inclusivity.

Person Specification

Job Title	LIS Customer Service Assistant	Role Code	LISCSA
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The person specification details the qualifications, skills, experience or other attributes needed to perform the job.

Essential criteria are those, without which, a candidate would not be able to do the job. Applicants who do not clearly demonstrate in their application that they possess the essential criteria will normally be rejected at the shortlisting stage.

Desirable criteria are those that would be useful for the candidate to possess and will be considered when more than one applicant meets the essential requirements.

Methods of assessment:

A = Application Form, I = Interview/Assessment Tests, P = Pre-Employment Checks

Selection Criteria	Essential (E) or Desirable (D)	Assessed via
QUALIFICATIONS		
Educated to 'A' Level standard (or equivalent)	E	A
KNOWLEDGE AND EXPERIENCE		
Relevant experience within customer services, in an educational or commercial setting, resolving inbound queries.	E	A, I
IT literate – with a track record of problem-solving routine IT issues. (PC, Copier, Audio-Visual equipment and E-Resources)	E	A
Experience of dealing with simultaneous queries	D	A
Experience utilising social networking tools to engage with customers	D	A
Tact and diplomacy when dealing with dissatisfied customers	E	A, I
Aptitude for delivering excellent customer services	E	I
SKILLS AND PERSONAL ATTRIBUTES		
The ability to prioritise simultaneous work loads	E	I
Flexible attitude around duties and working patterns	E	A, I
Aptitude for careful, accurate work under pressure	E	I
Effective communication skills both verbal and written with the ability to deal with a range of customers, both internal and external to the University.	E	A, I
The ability to work effectively with others as a competent team member.	E	A, I
Ability to solve standard problems following procedures.	E	A, I

**UNIVERSITY OF CHESTER
TERMS & CONDITIONS OF EMPLOYMENT**

**LIS
LIS CUSTOMER SERVICES ASSISTANT
PERMANENT CONTRACT**

SALARY SCALE

University Scale OS4, points 13 - 14, £25,249 - £25,804 per annum, pro rata, payable monthly in arrears.

HOURS OF WORK

18.5 Hours

Wednesday	12:30pm – 5.00pm
Thursday	9.00am – 5.00pm
Friday	9.00am – 4.00pm

A flexible approach to work will be required as there may be occasions when it would be necessary for you to work additional hours as dictated by the workload.

HOLIDAY ENTITLEMENT

In addition to statutory Bank/Public Holidays and Christmas Closure days, staff are entitled to 22 days (pro rata in hours for part time staff) annual leave per annum (in the annual leave year in which employment commences annual leave entitlement will accrue on a pro-rata basis), rising to 27 days (pro rata in hours for part time staff) after five years' continuous service.

MEDICAL EXAMINATION

Successful candidates will be required to complete an Occupational Health questionnaire, and may be required to undergo a medical examination.

ESSENTIAL CERTIFICATES

Short-listed candidates will be asked to bring to interview, proof of qualifications as outlined on the Job Description and Person Specification provided. Upon appointment, copies of essential certificates will be required by HRM Services.

PENSION SCHEME

The University operates two pension schemes for support staff:

- The default scheme is the Higher Education Defined Contribution Scheme (HEDCS), which is administered by Aviva.
- The Cheshire Local Government Pension Scheme, to which the University is an admitted body.

All support staff are entitled to participate in one of these schemes. Some staff will be automatically enrolled into a scheme, depending on their age and earnings, but if they do not wish to remain a member of the scheme, they will be entitled to opt out after enrolment.

EQUAL OPPORTUNITIES

The University has a policy of equal opportunity aimed at treating all applicants for employment fairly.

SMOKING POLICY

The University operates a No-Smoking policy.

PROBATIONARY PERIOD

A nine months' probationary period applies to all University posts.