

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Assistant Customer Services Manager (Training)
<b>Reports to:</b>	Customer Services Manager
<b>Organisation unit:</b>	University of Manchester Library: Faculty & Student Partnerships
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-F&SP-CS-C (408, Grade 6)

#### **Overall purpose of the job:**

- To support the Customer Services Manager in ensuring the delivery of high quality, flexible and innovative front-line services to all customers of the University of Manchester Library (UML) across all its sites
- To be responsible for ensuring Customer Services Coordinators have the agreed people, systems and processes available for our front-line service teams to deliver a customer-focused service that is flexible enough to adapt to changing needs
- To oversee the development, implementation and monitoring of a Library specific customer services training programme in order to ensure that all front-line staff are fully equipped with both the communication and transactional skills required to deliver a high-quality customer service

#### **Key responsibilities:**

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To oversee the provision of day-to-day, front-line service delivery, acting as a first point of operational escalation for the Customer Services Coordinators at all Library sites
- To assist the Customer Services Manager with managing the staff assigned to the Customer Services Team, by providing guidance and support to the relevant Customer Services Coordinators, on recruitment, performance management and service development, and coordinating these activities, as necessary
- To ensure service is delivered in line with agreed objectives and approaches, keeping the application of policies and procedures under constant review in order to ensure that they are up-to-date, applied consistently and remain in line with customer needs

- To monitor and report on service performance and opening hours using appropriate data, benchmarks, standards and targets
- To contribute to planning and implementing changes to service delivery or approach in line with Library Strategy and the changing academic environment
- To be proactive in making recommendations for improvements to service delivery, policy or procedure, as necessary, to the Customer Services Manager and implement those agreed
- To keep staffing arrangements under review and propose changes as appropriate to the Customer Services Manager
- To oversee the maintenance of good working relationships among Customer Services staff and between Customer Services staff and customers in order to ensure the maintenance of high-quality customer interactions
- To work in collaboration with other relevant service teams across the library in order to ensure that appropriate referral mechanisms are in place and ensure a seamless experience for the customer
- To design, deliver and monitor a customer services training programme, keeping an overview of attendance and feedback
- To work in collaboration with other Library teams and service managers to ensure that the front line Customer Services team maintains a good knowledge of the full range of collection and service opportunities available to our customers, developing and adapting training programmes for the team as necessary
- To contribute to the work of the Directorate and the Library in developing and delivering welcome, induction and library skills programmes and ensuring that the wider Customer Services Team contribute effectively
- To represent Customer Services and the University Library at internal and external meetings, deputising for the Customer Services manager, as necessary
- To maintain awareness of potential developments in the delivery of customer service and other relevant activity, within the library community or the wider customer services sector, by attending meetings, seminars, workshops and other professional events as required and by liaising with colleagues in other relevant organisations.
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

## **Person Specification:**

### Essential knowledge, skills and experience:

- Significant experience of managing the delivery of customer service in an academic environment
- Significant experience of leading, managing and motivating teams
- Significant experience of recruitment and selection in a high turnover environment
- Significant experience of successful performance management
- Ability to promote a positive team atmosphere
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Aptitude and ability in using technology and software in order to collate data, produce reports and find information
- Ability to see the potential to exploit technology to improve customer service
- A proactive approach to reviewing and adapting policies, procedures and practices in line with service needs
- Ability to manage change successfully
- Excellent problem-solving skills
- A good record of personal development

### Desirable skills, knowledge and experience:

- Awareness of key leadership skills
- Experience of successfully managing significant change within a team
- Experience of resolving complex problems and complaints