

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Customer Services Co-ordinator
<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-D (369, Grade 5)

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

- To coordinate the provision of an efficient, proactive and friendly service to customers, both digitally and face-to-face, across University of Manchester Library (UML) sites
- To ensure that front line service operations are customer focused at all times, holistic in nature and flexible enough to adapt to changing needs to provide a world leading 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 maintenance of smooth and efficient customer focused operations, both digitally and face-to-face, across all UML Library sites, personally taking an active role in daily service operation as required
- To manage the staff assigned to the Customer Services Team including recruitment, performance management, staff development and ensuring the adoption of a customer focused approach at all times
- To coordinate service delivery in line with agreed objectives and approaches and together with the Customer Services Manager and Assistant Customer Services Managers keep the application of policies and procedures under constant review to ensure that they are kept up to date, applied consistently and remain in line with customer needs
- To assist the Customer Services Manager and the Assistant Customer Services Managers in keeping staffing arrangements under review

- To develop and maintain good working relationships among Customer Services staff, between Customer Services staff and other Library Teams, and between Customer Services staff and customers
- To ensure that the physical organisation and appearance of the UML libraries meets the needs of the customers and staff, liaising with the relevant building attendants and Library Spaces Coordinator as necessary
- To maintain a good knowledge of library resources
- To maintain excellent customer referral mechanisms to support a frictionless enquiry process
- To provide support to the Customer Services Manager and the Assistant Customer Services Managers in monitoring and challenging service performance, providing information and statistics as required
- To maintain an awareness of potential developments in the delivery of customer service and other relevant activity within the wider customer services sector by attending meetings, seminars, workshops and other professional events as required, and liaising with colleagues in other relevant organisations
- To provide support to the Customer Services Manager and Assistant Customer Services Managers in the maintenance of high-quality customer interactions and in the implementation of changes to service delivery for the benefit of the customer
- To support and monitor Customer Services Advisors as they work on the specialism allocated to them as part of their role
- To maintain close working relationships with the other Customer Services Coordinators, Customer Services Managers and the Assistant Customer Services Managers, who together form the Customer Services Management Team, in order to ensure that a seamless and flexible customer service is provided, both digitally and face-to-face across all UML sites
- To provide leadership within the Customer Services Team through engaged and proactive participation in the Customer Services Management Team
- There will be a requirement to work a shift pattern which will include some evenings and weekends
- To engage in personal and professional development
- To wear supplied branded clothing to ensure visibility for our customers and the maintenance of a professional appearance for our staff
- 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 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:

- Degree or sufficient relevant experience at a comparable level
- Significant experience of coordinating the delivery of customer service in an academic library environment or equivalent
- A positive and proactive approach to customer service
- Proven ability to supervise, manage and motivate teams
- Ability to promote a positive team atmosphere
- Aptitude and ability in using technology and software
- Experienced in getting positive outcomes from potentially difficult situations
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Excellent problem-solving skills
- Experience of successful performance management
- Experience of managing change successfully
- Ability to manage change successfully
- Flexible approach to work patterns and schedules

### Desirable skills, knowledge and experience:

- Experience of supervising, managing and motivating staff to provide a customer focused approach at all times
- Experience of managing change successfully
- Undertaken customer service training on a regular basis
- A good record of personal development