

Job Title: Library and Student Enquiries Advisor

Grade: 4

Salary: £24,590 to £26,707 per annum, pro-rata

Department: Library and Learning Services

Hours/Contract: Part-time (17.5 hours per week, 0.5fte) permanent

Job Family: Management and administration

Reference: 12035

Role Purpose

The post of Library and Student Enquires Advisor is part of an integrated customer services team that works directly with our diverse student and staff body providing front-line student enquiry services and front-of-house library services for students, researchers, academic staff, and external users, managing space under the responsibility of the University Librarian, and leading on user experience and engagement activities to enhance customer service. The post will:

- Deliver high quality, user-centered Library, and student services from the Information Hub in the David Wilson Library, triaging and resolving a wide variety of enquiries related to Library and student services, including accessing books, journals, databases, basic IT troubleshooting, student record queries and producing official documentation
- Support the organisation and delivery of lifecycle events such as registration and graduation, acting as the first line enquiry service for these events
- Support the management of study and research environments under the remit of the University Librarian, ensuring the smooth operation and supporting the University's learning, teaching and research endeavor
- Support the delivery of the Division's contribution to outreach and engagement activities including inductions, open days, and visits
- Support and enhance the learning, research, and experience at the University of our students and staff

Resources Managed

- Supervision and training of other staff, students, and volunteers
- Act as duty team leader during evening and weekend services.



Main Duties and Responsibilities

Service delivery:

To be responsible for the day-to-day delivery of library and student-facing services in the David Wilson Library, and for the provision of excellent customer care to all users of our services. This includes:

- Providing a professional and efficient first point of contact at the Information Hub, triaging enquiries to second-line services and specialist teams accurately and efficiently. Enquiries are wide-ranging and received through a variety of channels e.g. face-to-face, email, online chat, and social media
- Producing official documentation as requested, including letters ID cards, and awarding documents
- Undertaking relevant identity and Visa checks
- Handling financial transactions
- Maintaining and updating student and library records
- Undertaking activities such as minute taking, creating purchase orders, verifying invoices and receipt of goods
- Using enquiry management systems to effectively manage, respond to and record all enquiries, and assist in the collation of management information to inform service development
- Acting as duty team leader, including supervision of the David Wilson Library and creation of rotas and timetables to ensure service delivery
- Carrying out the role of a SafePod Coordinator

To support the effective management and circulation of print materials and other learning resources. This includes:

- Circulation activities, including the loaning and return of material via service points or self-service machines, preparing and reshelfing stock
- Collection of print material from shelves and processing for postal loans, holds and click and collect services
- Processing invoices, account updates and claimed returns

To support the delivery of effective study and research environments so that they are welcoming, inclusive, and meet the needs of our diverse users

- Manage access to the David Wilson Library, including membership requests from external users
- Undertake regular building checks to identify and report maintenance issues, check signage and informational displays (print and digital) are accurate and study and public spaces are clean and tidy
- Respond to user behaviour issues in the building, exercising judgement in how to handle a situation and when to escalate to senior staff as appropriate





To support the delivery of user experience and engagement activities

- Support the development of service communications (print and digital) and their ongoing maintenance for accuracy
- Monitoring of user feedback and complaints, including the effective use of social media to promote our services and engage our users
- Supporting user experience and engagement activities including arranging focus groups, participating in promotional events such as open days, inductions, and tours
- Champion the values of the University including Equity, Diversity and Inclusion, and Environmental Sustainability to deliver excellent services within a culture that recognises the needs of our diverse users.

Service development

Contribute to the continued development and delivery of our services, placing excellent customer service and inclusivity at the heart of everything we do. This includes:

- Championing and delivering excellent customer service, demonstrating a positive disposition and solutions-focused approach to problem resolution
- Positively responding to users' informal and formal comments and feedback, to improve services, to resolve matters raised as quickly as possible or referring to senior managers as appropriate
- Contributing to service improvement exercises, collecting, and collating quantitative and qualitative data to inform decision-making

Professional development

Take a proactive approach to continuing professional development and supporting the development of colleagues. This includes:

- Full engagement with University Professional Development Discussions (PDDs), working with your line manager to identify areas for future development
- Maintain an informed awareness of developments across the University and how this impacts our services and our users
- Training of colleagues and new starters in operational duties and taking part in shadowing opportunities

Internal and External Relationships

Internal

- Undergraduate, postgraduate taught and postgraduate research students
- Academic staff





- Professional service teams across the University but particularly in Student and Academic Services, Digital Services, Estates and Campus Services
- Other parts of Library and Learning Services Division

External

- Contact with suppliers and contractors
- Occasional contact with external visitors such as open days and visits
- External users of the David Wilson Library

Planning and Organising

- Prioritise daily workload, particularly during busy periods so that tasks are completed to expected and required deadlines
- Timetabling of colleagues when acting as duty team leader
- Contribute to event planning
- Participate in regular 1-2-1s with their line manager to set objectives and monitor progress and performance, identify development needs
- Active participation in team meetings and projects to support service development
- The post holder will be expected to undertake emergency evacuation and fire warden duties
- The library is open 52 weeks per year, including evening and weekends and during university closure periods. Staff are required to recognise the nature of the service and demonstrate a degree of flexibility in their working hours/patterns.

Qualifications, Knowledge and Experience

Essential

- Academic or vocational qualification (NVQ 2, 5 GCSES, including English and Maths at Grade C or above, City and Guilds or equivalent) **OR** Relevant experience in a library, student services or customer services environment*
- Delivery of excellent customer care in a diverse and inclusive organisation*
- Experience of working in a busy, customer facing environment with high volume of enquiries*
- Experience of delivering customer services to a diverse range of people*
- Working flexibly to assist colleagues at busy times, and on own initiative to prioritise workloads*
- Working collaboratively with service users
- Knowledge of data protection regulations





Desirable

- Knowledge of the university and student lifecycle and how this relates to our services
- Experience of supervising and training staff
- Experience of contributing to service and process improvements
- Experience of using IT systems such as Library Service Platforms, student records system, enquiry management systems or equivalent
- Using performance management information to monitor service performance

Skills, Abilities and Competencies

Essential

- Excellent communicator with the ability to convey information succinctly and accurately*
- Good interpersonal and active listening skills, demonstrating tact and diplomacy and how best to respond to individual users and demands. *
- Excellent organisational and planning skills, with a proactive solutions-focused approach to problem-solving*
- Excellent IT skills, including the use of common office packages and mobile technologies*
- Ability to work with alphabetical and numerical sequences*
- Ability to use online information, knowledge banks and user guides to answer enquiries
- Ability to remain professional and calm under pressure
- Ability to maintain confidentiality
- Competent in exploring and utilising digital technologies to improve and promote services
- A passion for delivering excellent customer service, displaying a positive and confident disposition and a commitment to equality, diversity and inclusion
- Ability to undertake manual handling activities within a reasonable level

Desirable

- Experience of taking part in or supporting engagement or volunteering activities
- Ability to work to tight and changeable deadlines

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.



Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

