



Candidate Information

Position:	Customer Experience Manager (McClay Library)
School/Department:	Library Services and Research Support
Reference:	22/110486
Closing Date:	Monday 9 January 2023
Salary:	£35,333 - £42,155
Anticipated Interview Date:	Thursday 26 January 2023
Duration:	Permanent

JOB PURPOSE:

To be responsible to the Library Manager for a range of duties relating to the development and delivery of customer services in the McClay Library; providing an excellent customer service to all users of the University Library.

MAJOR DUTIES:

1. Lead and Manage the Customer Experience Team in the McClay Library, monitoring and supporting performance management to ensure an efficient and flexible service to all key stakeholders including relevant customer service points. Manage Borrower Services, including the inter-library loan and document delivery service.
2. Play a lead role in achieving ongoing accreditation in the Customer Service Excellence Standard; gather and respond to user feedback and act as UX champion within library services. Support and proactively develop customer engagement activities.
3. Lead and manage the provision of a high-quality library and information service to staff, students and other users of the library; develop and maintain information and documentation, e.g. user documentation, social media, web pages, etc.
4. Ensure the provision of a high-quality study environment in the McClay Library, including study spaces, the Wellbeing Zone, and the Student Lounge.
5. Develop enquiry services (online and in person) to ensure a stream-lined, consistent, knowledgeable, and inclusive experience for library users.
6. Ensure an inclusive and accessible experience of library services for all users; liaise with Disability Services and other relevant areas across the University.
7. Take an active role in collaborative inter-divisional and cross-divisional projects activities.
8. Adopt a proactive approach to the identification of opportunities for developing new services and service enhancements to meet the needs of Library users
9. Adopt a proactive approach to the identification and resolution of potential problem areas.
10. Promote and publicise services and facilities to users, particularly new students, researchers and other visitors to the library.
11. Collect, analyse, and present relevant statistical and other data to inform decision making within relevant areas.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:

1. *Minimum of Degree (or equivalent qualification); OR
Substantial relevant experience working in a customer-facing role to include responsibility for leading and managing teams or supervising staff.
2. A minimum of three years recent (i.e., in the last 6 years) relevant experience working in a customer-facing role to include responsibility for leading and managing teams or supervising staff.
3. Demonstrable experience of using IT applications successfully in a workplace setting.
4. An understanding of trends in information management and delivery.
5. Understanding of the importance of good customer care and a commitment to providing excellent quality service.
6. Excellent oral and written communication skills.
7. Proven ability to use initiative and judgement to arrive at consistent decisions.
8. Demonstrable ability to motivate self and others.

9. Ability to plan and prioritise work activities.
10. Ability to work on own initiative and as part of a team.
11. Analytical and problem-solving skills.
12. Demonstrable ability to work on multiple projects and maintain a systematic and methodical approach.
13. Must be flexible as the post will involve regular evening work.

DESIRABLE CRITERIA:

1. A relevant qualification in librarianship, information studies or information management.
2. Experience in an academic or research Library.
3. Experience of working with the Customer Service Excellence Standard.
4. Experience of carrying out research on customers' needs.
5. Knowledge of a range of academic library operations.