Customer Service Assistant
Job Description
Customer Service Assistant

Responsible to: Library Services Manager
Accountable to: Head of Library and Learning Services

Overall Purpose
Customer Service Assistants contribute to the general work of Library and Learning Services, in particular acting as roving support, staffing service points and maintaining the learning environment within departmental buildings.

Principal Duties and Responsibilities

- To participate in the interaction with users of the library, e.g. answer enquiries, promote and refer people to specialist services, make bookings and appointments, perform and demonstrate functions and procedures as applicable. This will primarily be as part of roving support helping users at point and place of need.

- Accessing, and where necessary updating, students and staff records systems in connection with library borrowing records and for administrative functions associated with the department's services.

- Participate in the circulation procedure for all loan stock including library stock and IT equipment provided for loan.

- Demonstrating use of LLS equipment and facilities e.g. microfiche, self-service machines.

- To report unforeseen occurrences, health and safety issues or equipment malfunctions to senior members of staff.

- To provide additional frontline cover as required, in the event of staff absences.

- To comply with the requirements of relevant legislation, Institutional policy and departmental procedures.

- To participate in the provision of staff development activities and the training of other staff as required.

Generic Duties and Responsibilities

The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Head of Library and Learning Services.

The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.

The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.
# Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Please see Key below

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Essential / Desirable</th>
<th>Assessment Methods</th>
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## Qualifications

1. Education to GCSE level or equivalent  
   - Essential (E)  
   - Assessment Methods: A

2. ‘A’ Level or above  
   - Desirable (D)  
   - Assessment Methods: A

## Skills, Knowledge and Experience

3. Experience of customer services work  
   - Essential (E)  
   - Assessment Methods: A, I

4. Demonstrable interest in supporting learners in an HE environment  
   - Essential (E)  
   - Assessment Methods: A, I

5. Experience of problem solving  
   - Desirable (D)  
   - Assessment Methods: A, I

6. IT skills (experience of using both office applications and the Internet for information searching)  
   - Essential (E)  
   - Assessment Methods: A, I

7. Able to cope with variety and range of tasks with accuracy and attention to detail  
   - Essential (E)  
   - Assessment Methods: A, I, T

8. Experience of working in a team  
   - Essential (E)  
   - Assessment Methods: A, I

## Personal Qualities

9. Good communication skills  
   - Essential (E)  
   - Assessment Methods: A, I, T

10. Excellent organisational skills  
    - Essential (E)  
    - Assessment Methods: T

11. Able to demonstrate adaptability  
    - Essential (E)  
    - Assessment Methods: I

12. Enthusiastic, positive and proactive approach  
    - Essential (E)  
    - Assessment Methods: I, T

13. Able to represent the department in a professional manner to customers  
    - Essential (E)  
    - Assessment Methods: I

14. Ability to interact effectively with customers and colleagues  
    - Essential (E)  
    - Assessment Methods: I, T

15. Able to work unsupervised  
    - Essential (E)  
    - Assessment Methods: I

16. Able to commit to a regular pattern of working, including evenings & weekends  
    - Essential (E)  
    - Assessment Methods: I

17. Ability to adapt to technological advances in the workplace  
    - Essential (E)  
    - Assessment Methods: I

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Terms and Conditions of Employment

Job Title: Customer Service Assistant

Duration: Permanent

Hours: Full time: 37 hours per week

Salary: Grade 3: per annum

Work Base: Waterside Campus or any of The University of Northampton premises as required

Pension: Eligible to join the Local Government Pension

Holidays: 21 days per annum plus 5 days after 5 years continuous service plus Bank Holidays and Closed days.

Notice period: 1 month

Probationary period: 6 months

Additional Points to Note

Applicants are required to provide two referees who can give an opinion on academic and/or professional work experience.

Successful applicants are required to provide any stated/required qualifications and evidence of any memberships to professional bodies.

Applicants must provide evidence of their right to work in the UK in accordance with the Asylum and Immigration Act 1996 and Immigration Asylum and Nationality Act 2006.

The starting salary for all new appointments and internal promotions will normally be at the minimum point of the grade

Should you be shortlisted to attend an interview the University will not reimburse you for any expenses incurred.