

## Weekend and Evening Supervisor, User Services Team

Post 1: Tuesday 17.00 – 20.00 & Thursday 17.00 – 20.00 open ended, part time, term time (31 weeks a year).

Post 2: Saturday 13.00 – 17.30 & Sunday 09.00 – 13.00 open ended, part time, term time (34 weeks a year).

**Job Ref: REQ240633**

**As part of the University's ongoing commitment to redeployment, please note that these vacancies may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### The University Library

The University Library is central to the student and staff experience and is currently looking to recruit an evening and weekend supervisor to join our User Services Team. The successful candidate will have extensive supervisory experience in a busy, customer focussed environment and should possess excellent interpersonal skills, with an ability to show professionalism and a positive approach to new ideas and the ability to support colleagues in achieving the Library's aims.

### Job Description

**Job Grade:** Administrative Services, Grade 4

**Job Purpose:** To take responsibility for the supervision of staffing and the delivery of library services during the evenings and at weekends.

### Job Duties

1. To supervise the work of Library Assistants on their shifts ensuring that a high quality of customer service is maintained.
2. To allocate tasks and duties through the creation of rotas and other mechanisms
3. To act as point of escalation for team in dealing with more complex, difficult situations
4. To feedback to Library Experience and Environments Lead or other Library managers any issues that arise during shift.
5. To feedback on staff performance to Library Experience and Environments Lead in time for annual PDR cycle.
6. To assist in the induction and training of Library assistants on their shift.
7. To attend and actively participate in team meetings.

### User Support

1. To respond effectively to enquiries received via a range of communication methods, making referrals to individuals and teams as appropriate.
2. To proactively partake in the delivery of customer services via Library help desks, email and online enquiry points

## General Administration

1. To ensure compliance with relevant University policies and procedures and
2. To act as point of contact in case of building safety issues including duties such as fire marshal
3. To undertake any training and development deemed appropriate for the position by the University Librarian and the relevant line manager
4. Undertakes any other duties which may reasonably be required by the Librarian and that are commensurate with the nature and grade of the post

This Team carries out all operations concerned with the lending of Library materials - principally the issue, return, renewal and reservation of books and other items. The Team staffs service points for ordinary and short loan and provides staff for the Library's Enquiry Desks. Staff will be required to aid in the shelving and sorting of book stock throughout the year and to help with summer shelving and shelf tidying.

The User Services Team is the largest of the Library Teams. Weekday staffing includes the Library Experience and Environments Lead, a Senior Library Support Officer and a number of full and part-time Library Assistants. The Team also provides staff for the Library in the evenings and at weekends.

The Facilities Manager is also based in the User Services Team and is responsible for the physical structure of the building, Health and Safety and security, liaising with colleagues in Facilities Management, Corporate Services and University Security.

The University operates a two-semester system for 31 weeks per year from late September to mid-June with breaks at Christmas and Easter. The Library is staffed until 8.00 pm every weekday evening during semester and from 9.00am until 5.30pm on Saturdays and Sundays.

## Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

**Please note that the post may make considerable physical demands on you, requiring the lifting and carrying of often heavy books and other library material and stretching and bending to reach upper and lower shelves.**

## Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

## Organisational Responsibility

Reports to the Library Experience and Environments Lead.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Extensive supervisory experience	1,3
	Extensive experience of working in a customer service environment	1,3
	Experience of working individually and as part of a team	1,3
Skills and abilities	Excellent interpersonal and communication skills	1,3
	Excellent organisational, oral and written communication skills	1,2,3
	Good IT skills, including information handling skills and experience of using Microsoft Office	1,2,3
	A flexible and user-focussed approach	1,3
	Ability to deal with a variety of people in a professional manner	1,3
	Able to work with accuracy and attention to detail	1,2,3
	Ability to assess problems and use experience or consult procedures to determine the most appropriate action	1,3
Training	Demonstrate evidence of having undertaken further training	1,3
	Commitment to learning and developing new skills	1,3
Qualifications	A-levels or equivalent	1
Other	Commitment to observing the University's Equal Opportunities policy at all times.	1,3
	Willingness to adhere to and support the Library values	1,3

### Desirable Criteria

Area	Criteria	Stage
Experience	Recent experience of working in an academic library, similar information or educational environment	1,3
Other	Understanding of the HE environment	3

## Conditions of Service

The positions are Part time, Term Time only (31 weeks per year for Post 1 and 34 weeks per year for Post 2) and are open-ended vacancies. Salary will be on Administrative Services Grade 4 £23,700 - £27,181 pro rata per annum, starting on the lowest point on the scale.

The appointments will be subject to the University's normal Terms and Conditions of Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>