

Weekend Supervisor, User Services Team

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

Job Ref: REQ250841

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

The User Services Team support students, staff and visitors to use Library services and resources, answering enquiries, and supporting the lending of library materials. The Team staff the Help Desks and reply to enquiries received electronically and maintain a safe and welcoming learning environment. The Team includes the Library Experience and Environments Lead, Senior Library Support Officer, Facilities Manager, Library Attendant, Library Assistants and the Shelving Team.

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 & Inclusion policy and procedures at all times. Duties must be carried out in accordance with relevant Equity, Diversity & Inclusion legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion, Health & Safety, etc.

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 position is Part time, Term Time only (34 weeks per year) and is an open-ended vacancy. Salary will be on Administrative Services Grade 4 £26,527 - £28,381 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 equality 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/>

Informal Enquiries

Informal enquiries should be made to Matt Cunningham, Library Experience and Environments Lead by email at M.S.Cunningham@lboro.ac.uk or by telephone on (01509) 222353

Applications

The closing date for receipt of applications is **Sunday 5 October 2025**.

Interviews will be held in person on **Thursday 30 October 2025** in Seminar Room 1 at the University Library