

University Library

JOB TITLE: Weekend and evening supervisor, User Services Team

Saturday 13.00 – 17.30 & Sunday 09.00 – 13.00 8.5 Hours, open ended, part time, term time (34 weeks a year).

Job Ref: REQ260191

School/Department summary:

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 Family and 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 outlined in the document.

Organisational Responsibility

Reports to the: Library Experience and Environment Lead.

Direct Reports: N/A

Budget Responsibilities: N/A

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at 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	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Willingness to adhere to and support the Library values	1,3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential 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	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

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 - £28,778 pro rata per annum, starting on the lowest point on the scale.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.