

# Customer Services Supervisor

## *DIRECTORATE OF DIGITAL AND INFORMATION SERVICES*

Closing date: **10 February 2023**

Interview date: **27 February 2023**

Reference number: LIB232A



## INTRODUCTION

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This post is based in Library Services, part of the Directorate of Digital and Information Services.

The postholder will be a vital member of a customer-facing team supporting students, academics and members of the public. They will work as part of a team supporting established services and ensure that the Library is properly staffed at evenings and weekends, but they will also take a lead in developing new services to wider communities and in making more use of Library spaces for events and exhibitions.

The postholder will supervise the Library's Welcome Desk and its evening and weekend services. They will also supervise and develop Old Aberdeen Library, the public library service in the building, in partnership with Aberdeen City Library & Archives. They will be first point of contact for University and external enquiries about use of Library spaces for exhibitions and events, liaising with colleagues in the Museums and Special Collections team. The role will have a strong focus on inclusion, supporting initiatives such as the University's intention to become a University of Sanctuary.

## JOB DESCRIPTION

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### MAIN PURPOSE OF THE ROLE:

To supervise the day-to-day running of the Sir Duncan Rise Library Welcome Desk service, evening and weekend services, and wider community services and activities in the building.

### KEY RESPONSIBILITIES:

To supervise the staffing of The Library's Welcome Desk on the ground floor

To supervise the evening and weekend team, including involvement in recruitment, rota management and cover arrangements (evening and weekend work is not required for this role).

To work as part of a team providing services in The Sir Duncan Rice Library including both library and IT staff

To work in partnership with staff at Aberdeen City Library and Archives to manage and develop the Old Aberdeen Library service, based on the Ground Floor.

To liaise with a variety of contacts about use of available spaces in the building, particularly on the ground floor. To work with students, the Aberdeen University Students Association, academics, and external enquirers about use of building spaces for events, exhibitions, information stalls and use of meeting spaces.

To act as a contact point for services relating to the University's University of Sanctuary commitments.

## CANDIDATE BACKGROUND

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We are looking for a customer-focused individual with the ability to supervise a team in a busy environment. You will be experienced working in a supervisory capacity in a customer service role and understand how to provide an excellent experience. You will be a strong team player, with experience of leading a team and problem solving in a front-facing service. You will be outward facing and enthusiastic about both engaging with existing service users and liaising with new audiences.

While library experience is not essential, you will have experience working in a similar customer-facing environment.

You will have a high degree of IT literacy, excellent communication skills and the ability to work under pressure.

## TERMS OF APPOINTMENT

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The annual salary will be at the appropriate point on the Grade 5 scale, £29,619 - £33,314 and negotiable according to qualifications and experience.

Any appointment will be made subject to satisfactory references and probation period.

For further information on various staff benefits and policies please visit [www.abdn.ac.uk/staffnet/working-here](http://www.abdn.ac.uk/staffnet/working-here)

This role is based in the UK and as such the successful candidate will be required to live and work in the UK.

This post does not meet the minimum requirements for visa sponsorship under the Skilled Worker Route. We are therefore unable to consider applicants for this post that require sponsorship to work in the UK.

The candidate appointed to this post may be eligible for homeworking on an occasional or regular basis. For more information please refer to our [Homeworking Policy](#).

### AT A GLANCE

#### SALARY:

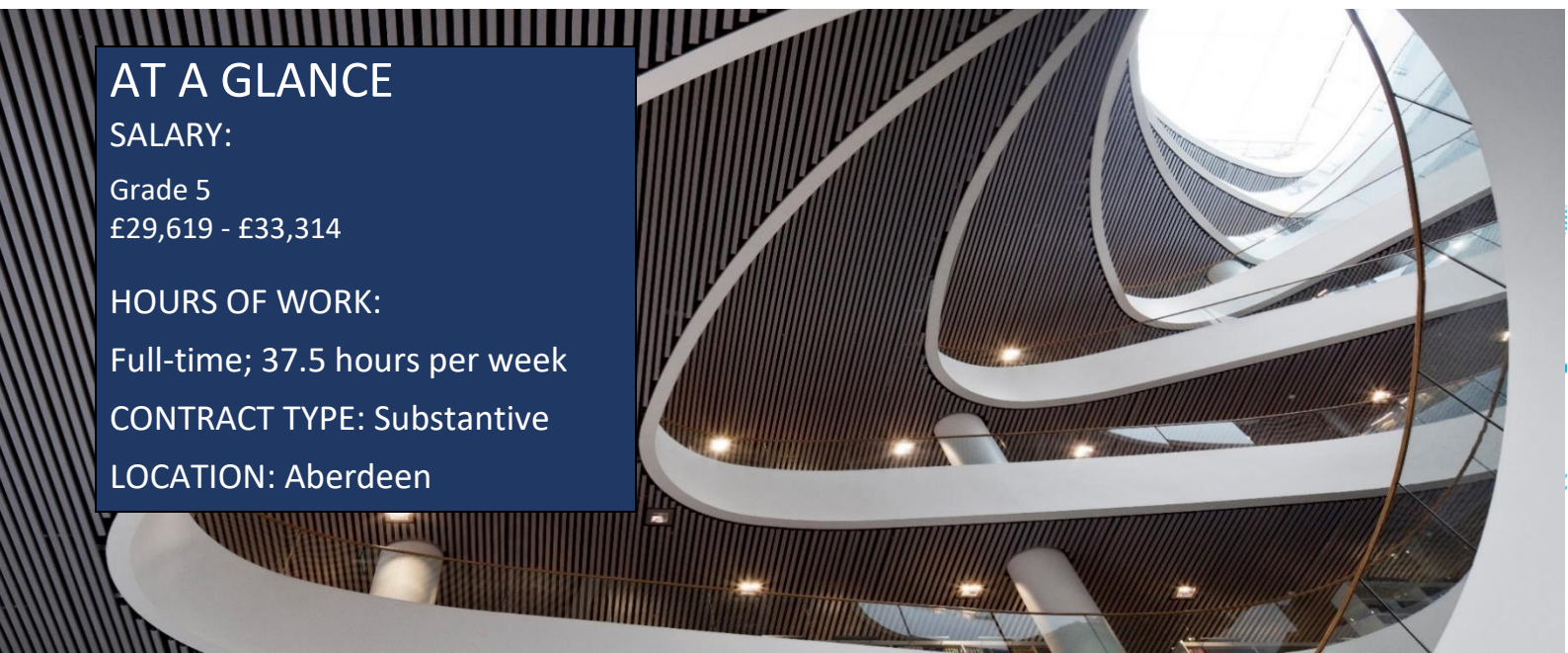
Grade 5  
£29,619 - £33,314

#### HOURS OF WORK:

Full-time; 37.5 hours per week

CONTRACT TYPE: Substantive

LOCATION: Aberdeen





## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Education/Qualifications</b> Academic, technical and professional education and training	<ul style="list-style-type: none"> <li>Degree or equivalent vocational experience in a relevant environment</li> </ul>	
<b>Work and Other relevant experience (including training)</b> e.g. Specialist knowledge, levels of experience, supervisory experience, research	<ul style="list-style-type: none"> <li>Experience of supervising the delivery of customer services and associated procedures and workflows</li> <li>Experience of managing, motivating, and developing a team, including training, appraisals, and well-being</li> <li>Experience of creating and managing rotas</li> <li>Experience of complaint management</li> <li>Experience of reviewing and changing services including creation and updating of procedures</li> <li>Experience of using enterprise IT systems to manage customer services. E.g. enquiries, processes, and personal and financial record management</li> <li>Experience of being part of a project team</li> <li>Experience of collecting and analysing data to measure and improve services</li> </ul>	<ul style="list-style-type: none"> <li>Formal management training</li> <li>Formal customer service training</li> <li>Experience in a library and/or higher education environment</li> <li>Experience of using a library management system</li> <li>Experience of using an enquiry management system</li> <li>Experience of staff recruitment</li> </ul>
<b>Personal qualities and abilities</b> e.g. initiative, leadership, ability to work on own or with others, communication skills	<ul style="list-style-type: none"> <li>Excellent oral and written communications</li> <li>Ability to use initiative, work independently and judge when necessary to escalate</li> <li>Ability to create strong teams</li> <li>Ability to develop and sustain morale and a positive culture</li> </ul>	

## ESSENTIAL

## DESIRABLE

- Confidence to work with a wide variety of internal and external colleagues
- Enthusiasm for change and innovation
- Proven problem solving skills
- Ability to work under pressure and approach difficult situations calmly
- A strong commitment to equality, diversity and inclusion
- A strong commitment to staff wellbeing and development

### Other

e.g. special circumstances (if any) appropriate to the role such as unsocial hours, travelling, Gaelic language requirements etc.

- May be required periodically to participate in relevant national events, which may involve travel.
- May occasionally be required to work on an evening or weekend

## UNIVERSITY OF ABERDEEN

*open to all and dedicated to the pursuit of truth in the service of others*

The University of Aberdeen is a broad based, research intensive University, and we put students at the centre of everything we do. Outstanding in a wide range of discipline areas, Aberdeen is credited for its international reach and commercialisation of research ideas into spin out companies. The University has over 16,000 matriculated students and 3,600 staff representing 130 nationalities. We encourage bold thinking, creativity and innovation, and we nurture ambition with many opportunities for professional and personal development in an inclusive learning environment which challenges and inspires.



### CURRENT CONTEXT

The University continues to uphold the principals of the foundational purpose. We remain committed to delivering positive change both locally and globally. We work together and with our partners in an interdisciplinary way, catalysing world-leading research in our areas of strength: Energy Transition; Social Inclusion and Cultural Diversity; Environment and Biodiversity; Data and Artificial Intelligence; and Health, Nutrition and Wellbeing. We are investing in our future and have committed £100m to upgrading our campus, including the new fully digitised Science Teaching Hub, the regeneration of the historic King's Quarter and a new Business School building. Our commitment to our students, campus and community has led to us being named a Top 20 UK institution in two major league tables<sup>1</sup> and 4<sup>th</sup> in the UK for overall student satisfaction<sup>2</sup>.

<sup>1</sup> The Times and Sunday Times Good University Guide 2023 and the Guardian University Guide 2023

<sup>2</sup> National Student Survey (NSS) 2022

## ABERDEEN 2040

On our 525th anniversary as a University we launched [Aberdeen 2040](#), our strategic vision for the next 20 years. Four strategic themes will shape our learning and discovery, underlined by 20 commitments we have made against each theme:

- **Inclusive**  
We welcome students, staff and partners from all backgrounds, organisations and communities. We value diversity.
- **Interdisciplinary**  
We innovate in education and research by generating, sharing and applying new kinds of knowledge. We learn together.
- **International**  
We connect with others and extend our networks and partnerships around the world. We think across borders.
- **Sustainable**  
We understand and nurture our environment, and take care of our resources, including our people and finances.  
  
We work responsibly.

## OUR EDUCATION

Recognised as the Scottish University of the Year in the Times and Sunday Times Good University Guide 2019, we remain true to our roots as an ancient Scottish university, combining breadth and depth in our degree programmes and drawing strength from the quality of our research. Our flexible curriculum encourages students to grow as independent learners and therefore to thrive as graduates in the diverse workplaces of the future. Our education is open to all and we are setting ambitious targets to further widen access.

## OUR RESEARCH

Researchers at the University of Aberdeen have been at the forefront of innovation and excellence throughout the centuries, generating insights in medicine, science, engineering, law, social sciences, arts and humanities. This research has contributed to five Nobel prizes as well as other awards such as the Queen's Anniversary prize. Our research is intellectually rigorous working within our established areas of excellence as well as new methods of enquiry. We will continue to generate new knowledge addressing economic and societal issues with ambition and imagination, ensuring that it is globally excellent and locally relevant.

## INTERNATIONAL

Aberdeen is increasing its international presence, positioning the University as a global organisation and building on established global partnerships around the world, including Qatar, China, North America, Europe. We feature in the top 50 institutions worldwide for international students<sup>3</sup>.

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<sup>3</sup> Times Higher Education World University Rankings 2021



## IMPACT

In 2020 the University signed the United Nations Sustainable Development Goals accord, solidifying our commitment to developing the world in a sustainable way. In 2022 we were listed in the global Top 100 for 8 of these goals<sup>4</sup>.

Our highly cited work in zero-carbon technology and global outlooks makes us Scotland's best institution for environmental research<sup>5</sup>.

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<sup>4</sup> Times Higher Education Impact Rankings 2022  
<sup>5</sup> QS World University Rankings 2022



## THE DIRECTORATE OF DIGITAL AND INFORMATION SERVICES

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The Directorate combines Library & IT Services functions to deliver a comprehensive package of digital services to the staff and students of the University. It manages all aspects of IT development and support, provides information governance functions and includes both Library and Museum collections and services.

The University Library operates across three sites, including the award-winning Sir Duncan Rice Library, a nine storey building which opened in 2012, providing over 1,000 study spaces and providing access to both modern and special collections. There are also separate Law and Medical libraries. The service provides for both researchers and students and offers significant online collections to support digital scholarship and blended learning. The Library increasingly provides publishing services in support of open access scholarly communications and ensuring the discoverability of research data.

The Library's front-facing teams work at all three sites to provide a high standard of services to the University's staff and students and to external visitors. The teams comprise both daytime and evening/weekend staff to ensure services are available seven days a week, and late into the evenings. Increasingly, much of the transactional services have become automated and 'self-service' allowing staff to focus on adding to the customer experience by providing help with enquiries, developing new services and ensuring student wellbeing.

The Directorate is focused on the Aberdeen 2040 strategy and developing ambitious plans to respond to the direction this sets for the University of Aberdeen. The development of Library front-facing services will align with this, e.g. be developing community services such as the Old Aberdeen public library.

## ABERDEEN AND ABERDEENSHIRE

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Scotland's third largest city, Aberdeen sits on the coast between the mountains of Aberdeenshire and the stunning North Sea coastline. The Aberdeen City region is a can-do place that is actively investing, at scale, in its future.

Renowned as a Global Energy Hub, Aberdeen is a vibrant, entrepreneurial region, home to a unique mix of business opportunities and specialist skills across various sectors including energy, technology, life sciences and food & drink. More than 20% of Scotland's top businesses are located in this region which is taking great strides to ensure that it continues to compete on a world stage. Investments of more than £10 billion of public and private infrastructure is due to be delivered before 2030, marking an exciting time to be part of a genuine world-class location.

Built from sparkling local granite Aberdeen has earned the name of the Silver City. As the energy capital of Europe, Aberdeen nevertheless retains its old-fashioned charm and character making it an attractive place in which to live, work and study. Due to its global business and international energy industry credentials, Aberdeen is well served by local and national transport infrastructure with excellent rail networks that run both North and South of Scotland and the rest of the UK. It also acts as an international travel hub. Flying time to London is just over one hour with regular daily flights and serves international travel to European centres such as Amsterdam (Schiphol) and Paris (Charles de Gaulle) as well as flights to other European destinations.

The City and the surrounding countryside provide a variety of urban, seaside and country attractions. Aberdeen has first class amenities including [His Majesty's Theatre](#), [Music Hall](#), [Art Gallery](#), [the P&J Arena](#), [Museums](#), and [Beach Leisure Centre](#). The City is framed by its accessible beach front which is within a short walk of the city centre and there are an array of activities available across the region such as hill walking; mountaineering; sailing; surfing; salmon, trout and sea fishing; golf; sailing; surfing and windsurfing. The surrounding countryside, known as Aberdeenshire, is also one of Scotland's most appealing regions. Royal Deeside and the Cairngorms National Park are within easy access of the city, and there are a variety of towns and villages scattered along the coastline.

The city and the surrounding area have ranked consistently highly in nationally recognised quality of life surveys, coming out top 10 as one of the best places to live in Scotland in 2020 in the annual Bank of Scotland survey.

To find out more visit [www.visitabdn.com](http://www.visitabdn.com)

## EQUALITY AND DIVERSITY

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The University values a diverse working environment and recognises the benefits this can bring. The University is keen to receive applications from individuals from across all of the equality protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation).

The University supports opportunities for flexible working for a range of reasons and has policies in place to facilitate this. The policies can be found at <https://www.abdn.ac.uk/staffnet/working-here/flexible-working--5607.php>.

The University's commitment to gender equality has been recognised through the achievement of an Athena SWAN Bronze award at an institutional level and across all its subject areas. The University is also a Stonewall Diversity Champion to further LGBT+ equality.

The University is signed up to Advance HE's Race Equality Charter, affirming the University's commitment to the charter's aim of improving the representation, progression and success of minority ethnic staff and students within higher education.

Candidates who are British Sign Language (BSL) users can contact us directly by using [contact SCOTLAND-BSL](#).

The University is delighted to be accredited as a [Disability Confident](#) employer and strives to ensure that disabled staff and students have the opportunity to work and study in an inclusive, accessible and supportive environment.

[www.abdn.ac.uk/staffnet/governance/equality-and-diversity-277](http://www.abdn.ac.uk/staffnet/governance/equality-and-diversity-277)

## HOW TO APPLY

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Online application forms are available at [www.abdn.ac.uk/jobs](http://www.abdn.ac.uk/jobs)

The closing date for receipt of applications is 10 February 2023

Should you wish to make an informal enquiry please contact:

**Simon Bains, University Librarian**

07941 732726

**Simon.bains@abdn.ac.uk**

Please do not send application forms or CVs to **Simon Bains**.

**Please quote reference number LIB232A on all correspondence**