

Job Detail

(Overview, Role Detail and Person Specification)

Directorate of Student and Academic Support

The Library

Spaces and Innovation Officer

Role Title: Spaces and Innovation Officer

Reports To: Head of Library Services

Overview

Providing critical support to the Library Services team you will provide innovation and improvement to every aspect of Library Services processes, procedures and management of space. You'll be energised by making things quicker, more efficient, and best serving the customers needs

Building upon the investment in Library spaces across campus you will work collaboratively with the Library Services team to deliver tangible improvements to the spaces we provide and the services provided from them. Focusing on creating a fantastic experience for all Library users you will help to develop, more flexible technology, systems and processes leading to a smoother experience. You will help the continuous improvement of a 24/7 service which supports students to achieve their full potential.

You operate with a high degree of integrity and understand the value of empowering others to drive innovation. You are adept at designing relevant and effective services in collaboration with your customers. Drawing on effective management information you will be agile in delivering and developing responsive solutions and services to provide the best possible responses to our customers

You will form effective relationships and work collaboratively across the University, in particular you will have strong project management skills, and be able to positively influence others without need of management hierarchy to ensure projects and improvements are delivered on time and to expectations. From your knowledge and experience of excellent customer service you will be able to engage others across the department in improvement projects

You'll be expected to work in any of the sites across the University, and will be required to take part in some evening and weekend work.

Role Detail

Role Purpose

- Help to deliver services which meet the highest standards, make a measurable impact, and exceed customer expectation.
- Support and direct the Library Services Team in evaluating the use of spaces within Library managed buildings, using appropriate tools to do so and make evidence-based decisions on how to maximise their occupancy and vary their use.
- Support the Customer Services Manager in developing relevant, informative and timely communication channels with colleagues both within and outside of the Library for example Academic Support Librarians, Careers & Enterprise & AskUs
- Collaborate and negotiate with key stakeholders to ensure services performed within the Library are of the highest possible standard and key areas of accountability are seen via your development and monitoring of Service Level Agreements
- Identify, coordinate and review submissions to various customer service awards or Library specific data returns to raise the profile of the Library Services team.
- Take positive and timely action to resolve equipment failures, order replacement furniture, or additional goods and services to ensure service loss is minimised
- Be a key representative for Library services in Library specific projects and University wide projects as appropriate, making a noticeable contribution and ensuring a positive profile for the University in group wide activity.
- Work collaboratively with the Customer Insight analyst to create various engaging means of gathering customer insight and using the results to modify and improve services
- Motivate colleagues and teams to deliver successful outcomes and contribute towards a culture characterised by empowerment and accountability
- Consistently review and take ownership of outdated and failing processes within Library Services and take positive action to ensure a culture of continuous improvement.
- Support the development of services by creating clear guides and procedures for all colleagues to be able to understand and follow in their day to day activity
- Place the people who use our services, and potential customers, at the heart of your decision-making; engaging in continuing dialogue and co-creation.
- Ensure evidence-based decisions through planning, development, service level agreements, delivery, performance, monitoring, reporting and evaluation of all aspects of services.
- Provide advice and assistance to senior colleagues on customer service standards and best practice in Library services

Key accountabilities or duties

- Engage with the University's commitment to deliver value for money services that optimise the use of resources by maintaining a cost conscious approach when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive environment in accordance with university policy.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- Perform any other duties appropriate to the grade as may be required by the Head of Library Services, including deputising as required and representing the University as appropriate with external stakeholders;
- Have a flexible approach to working hours, with the ability to work outside standard working hours, and at weekends when required.

- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person Specification

Qualifications

	The successful candidate should have:	Essential/ Desirable
1	Membership of relevant professional bodies	Desirable
2	Degree (or equivalent) or a significant level of relevant experience	Essential

Background & Experience

	The successful candidate should have experience of:	Essential/ Desirable
3	Managing several competing projects to deliver outstanding customer service within a customer-facing service setting	Essential
4	Building networks and working collaboratively across the Library and other business areas to address challenges and capitalise on opportunities.	Essential
5	Coordinating change and continuous improvement, turning ideas and plans into successful operating initiatives and implementing cutting-edge practices.	Essential
6	Challenging current/ conventional thinking when necessary, on the basis of evidence, including with senior staff, to raise the standards of customer service across the Library and University	Desirable
7	Inspiring, empowering and influencing staff at all levels	Essential

Knowledge

	The successful candidate should have demonstrable knowledge of:	Essential/ Desirable
8	The theory and practice of customer service excellence.	Essential
9	How to engage our diverse customer group in order to identify their needs and build satisfaction, trust and loyalty.	Essential
10	How to assess the business context and use management information to deliver	Essential

	measurable value and impact.	
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Skills & Competencies

	The successful candidate should demonstrate:	Essential/ Desirable
12	Proven ability to work effectively and decisively under pressure and to deadlines.	Essential
13	Excellent communication and influencing skills, both oral and written.	Essential
14	High standard of critical thinking, problem solving, numeracy and analytical skills.	Essential
15	Strong commercial awareness and keen understanding of the need for business justifications.	Essential
16	Strong IT literacy, with an understanding of the challenges and opportunities presented by social media.	Essential

Details of any assessments required will be provided in the invitation to interview letter. Appointments to grades 1 to 6 will normally include a competency based interview and work based simulation exercise or presentation. Aspects of the person specification will be assessed via application, interview, assessment or presentation.

Candidate guidance

Within your supporting statement you should describe how your skills and experience match the criteria listed in the person specification. Please provide narrative to each of the key sections (Background & Experience, Knowledge and Skills & Competencies).

Strong applications will demonstrate experience relevant to the essential and desirable criteria. You should aim to be as concise and succinct as possible when providing your narrative, as this will greatly assist the shortlisting panel in reviewing your application.