Customer Service Assistant

Information Services

Closing date: 4 July 2018
Interview date: 23 July 2018
Vacancy reference: 6788
INTRODUCTION

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives; all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.

The role of Customer Service Assistant (CSA) has evolved over time to reflect the importance of Customer Service Excellence and provide a customer-focused service to ensure that the whole of the estate supporting the Information Services Directorate is both maintained and fit for purpose, as well as provide key services to users and Departments.

We have opportunities to join the team of Customer Service Assistants in Information Services, working as part of a team of almost thirty staff, who work daytime, evening and weekend hours to ensure that the Directorate buildings (JB Morrell Library, Raymond Burton Humanities Research Library, Harry Fairhurst building, Kings Manor Library and IT Services) plus spaces across campus (such as IT classrooms and paper deliveries) are ready for use during their opening hours.

In addition, Customer Service Assistants provides key elements of stock preparation, processing, replacement of items on shelves and stock tidying.

The University Library is open 24/7 for 362 days of the year. A staffed help desk service offering Library and basic IT support is available on weekdays 9am-7pm throughout the year, 10-6 on weekends for the duration of the academic year (Sep - Jun) and 10-6 on Saturdays over the summer vacation. The Library is self-service from 7pm on a weekday evenings and from 6pm on weekends, after which time the Library is staffed by Customer Service Assistants.
Main purpose of the role

The role holder will assist with the operation of the Directorate buildings and learning spaces to provide a high-quality consistent service for users. This includes ensuring items are processed or re-shelved in an accurate and timely manner and contributing towards maintaining organised and tidy collections for customers. The team also provides a delivery service using a van to move books, resources and consumables between key sites across the University campus.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- To complete routine asset checks e.g. furniture and equipment to ensure they are in the right place and functioning correctly
- To assist in building evacuation in the event of a fire alarm activation and carry out a day-to-day fire safety monitoring role
- To fill printers/copiers with paper, deal with paper jams and basic printer troubleshooting and report faults as appropriate
- Processing duties for books, journals and DVDs e.g. creating labels, applying plastic protective covers, inserting security tags and making up pamphlet boxes
- To patrol Directorate facilities regularly and assist users by enforcing the behaviour policies e.g. on eating/drinking/noise appropriate for each space
- To staff the reception desk and maintain building operations, liaising with University Security staff and the Directorate Duty Manager as necessary.
- To sort, retrieve and replace archives, books and journals
- To maintain the order of the material on the shelves by regular checking and tidying
- To provide occasional help with equipment troubleshooting and directional enquiries
- To receive deliveries, pack up outgoing parcels, distribute and collect post
- To move stock, equipment, furniture and shelving as required, including occasionally setting up meeting rooms.
- To use a PC for simple data input, scanning barcodes, user record checking and basic updating of records.
- Minor maintenance duties and emergency intervention when service levels come under pressure e.g. putting a bucket under a leaking pipe, restocking toilet rolls
- To open and close Directorate buildings during the Christmas period
- To drive a van between University buildings for operation of our daily book retrieval service, or moves of stock and equipment and delivery of paper for the York Print Plus service.
- To use a range of tools to enable mobile team communication, including two way radios and mobile phones
- To use a PC for team communication e.g. keeping up with email and using Google Docs
- Please note a uniform will be provided for all staff to wear to meet health and safety requirements.
## PERSON SPECIFICATION

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<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A good general education with the ability to file items alphabetically and numerically</td>
<td>Essential</td>
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<td>Full clean driving licence</td>
<td>Essential</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<td>Awareness of the role of Library and IT services in an academic environment</td>
<td>Desirable</td>
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<th>Skills, abilities and competencies</th>
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<td>Ability to lift and carry large quantities of books, archive boxes, furniture and equipment</td>
<td>Essential</td>
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<td>Ability to work effectively and communicate politely with colleagues and customers</td>
<td>Essential</td>
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<td>Ability to retrieve and replace books and archives accurately</td>
<td>Essential</td>
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<td>Ability to work independently and as a team member</td>
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<td>Basic IT skills (e.g. to send/read email, input data to computer systems)</td>
<td>Essential</td>
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<td>Good accuracy and attention to detail</td>
<td>Essential</td>
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<td>Manual dexterity</td>
<td>Essential</td>
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<th>Essential / Desirable</th>
<th>Experience</th>
<th>Personal attributes</th>
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<td><strong>Experience</strong></td>
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<tr>
<td>Experience of working in a busy service-led environment</td>
<td>Essential</td>
<td>Conveys positive attitude</td>
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<td>Experience of working in a library, archives or IT environment</td>
<td>Desirable</td>
<td>Personal integrity and reliability</td>
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<td>Experience working with library materials or IT equipment</td>
<td>Desirable</td>
<td>Motivation towards customer service excellence and quality</td>
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<td>Motivation to carry out routine tasks</td>
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<td>Open communication style</td>
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<td>Sensitivity and empathy with users, colleagues and staff</td>
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<td>Commitment to organisational values</td>
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<td>Flexibility and adaptability</td>
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THE DEPARTMENT

The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. More information about each of the Directorates areas is given below.

Library Services

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.
IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.

We manage, develop and support the network infrastructure which interconnects all buildings as well as the high-speed link to the internet via the academic network provided by Jisc Technologies. Wireless coverage on campus is now nearly universal and students have access to both the wired and wireless network from their study bedrooms and in all teaching and public spaces across campus.

More recently, we have developed a research support team which offers advice and support to researchers across the University as well as small scale HPC, data storage and backup services. In addition, we are responsible for providing the technical infrastructure underpinning many of the Universities corporate information systems such as the VLE, web site, Student Record and Finance systems. We provide business analysis, project management and integration expertise to introduce new University wide systems and services that support teaching, research and administration.

We support over 6,000 centrally managed PCs, installed into classrooms for student use, and in offices for staff. More than 200 items of PC software are available, including standard office applications and specialist software to support teaching and research. We also have a managed Linux and Mac desktop service, provided a Windows based laptop loan service for students and support most other modern platforms. Since 2011 we have used the Google Apps for Education suite of software. This includes email, calendar and a whole raft of collaboration tools. Google Apps are now well embedded in the institution. Our centrally managed Print, Copy and Scan service (York Print Plus) is available across the University in all departments and student areas and supports printing from wireless devices, scan to email and traditional photocopying.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University. Our holdings include the archive of the archbishops of York.
THE DEPARTMENT

from 1225, hospital archives, political archives, business archives, family archives, archives of living writers for stage and screen, and a growing number of third sector organisations, such as Alcoholics Anonymous and the Yorkshire Wildlife Trust. Our media range from parchment, through rag-made paper to reel-to-reel tapes and digital files. We also provide records management, Freedom of Information and Data Protection services for the University.
The University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
**The City of York**

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles – just a few of the many attractions.

But York isn’t just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit [www.visityork.org](http://www.visityork.org) for more information on the city of York.

**Shopping, culture and entertainment**

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

**Housing and schools**

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

**Great location**

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

**Yorkshire**

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6788
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 4 July 2018

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to nathan.williams@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835