

INFORMATION SERVICES

HEAD OF CUSTOMER SERVICE SUMMARY DESCRIPTOR

The role of Head of Customer Service will be a senior leadership and management role within the Information Services Directorate, reporting to the Director, and working in close partnership with the Heads of Systems and Support Services and Service Transformation to ensure excellent service. The post-holder will deputise for the Director where appropriate, internally and externally representing the Directorate or University as required.

The role-holder will manage the operation and development of a comprehensive range of user facing library and IT services, creating a customer service centre of excellence, and will contribute to the development and implementation of the Information Strategy to deliver the University's strategic objectives. This role will have up to five direct reports, each of whom will be a team manager of a user-facing team in Information Services.

The key responsibilities of the role are to:

- inform the strategic direction of Information Services to deliver the University's strategic priorities; contributing to the formulation and ongoing development of the IS strategy implementation plan; advising on the implications and feasibility of options in relation to customer service; identifying potential impacts on service delivery, staffing and financial resources
- establish and monitor standards and quality of customer service for all of the direct user facing teams and services
- lead the divisional team managers to deliver operational services to support information service provision and to manage and develop their respective teams
- liaise closely with the Heads of Systems and Support Services and Service Transformation to ensure effective, responsive and resilient customer services
- advise the Director on the most effective allocation of resource across their teams
- review and implement continuous improvement processes
- advise on new services required or service adjustments to meet user needs
- work with the Heads of Systems and Support Services and Service Transformation to plan and implement revised services
- develop team managers in their roles
- assist team managers to develop their teams and services
- take overarching responsibility for the allocation of direct report team budgets, in line with the strategic direction of the service, making proposals to re-align resource where necessary
- make/contribute to fully costed business cases required for the integrated planning process
- liaise with the PA/Office Manager over IS organisational matters, ensuring that administrative tasks are completed promptly and effectively
- liaise with the communications and marketing officer to ensure that IS services are well promoted and targeted
- participate in University committees and ad hoc working groups as required
- participate in networks at local, regional and national level in order to share ideas and discuss best practice within the sector
- deputise for the Director when required

Essential Criteria

- Educated to degree level
- Extensive experience of a range of organisational settings, ideally within HE and ideally with significant understanding of academic library and IT needs
- A demonstrable track record of management and leadership of teams
- Proven interpersonal skills, including leadership and relationship building
- Extensive experience of managing a high-volume multi-skilled customer service operation which should include experience of customer relationship management, resource and people management
- Experience in customer-focused service provision and on influencing organisational change within a complex environment
- Experience of establishing and maintaining effective relationships with a wide range of groups, individuals and organisations
- Experience of working with and influencing senior management
- Skills will include excellent oral and written communication, delegation, problem solving, project management, resource management, planning, facilitation, leading/chairing internal and external networks and performance management

Desirable Criteria

- Experience of managing projects to deliver major change and continuous improvement
- Experience of use of benchmarking tools and techniques to improve customer service