# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Area Manager

Grade: J

Reports to: Strategic Manager

Responsible for: NNC Library Service

Directorate and Service area: Communities & Leisure - Libraries

## Purpose of the job

1. Support, coach and develop Library Managers
2. To lead and develop operational projects for the service
3. Negotiate and influence partner organisations to achieve income and outcomes for the service
4. Responsible for ensuring that all aspects of the running of libraries are carried out to deliver business continuity

## Principal responsibilities

1. To support, coach & mentor the team of Library Managers in line with strategic vision to achieve KPI’s, develop staff and deliver an excellent service to our customers
2. To undertake regular reviews with Library Managers to set outcomes in line with the library service plan, identify achievements, to future plan and resolve issues
3. To lead and develop service wide operational projects as assigned by the Strategic Management Team
4. To create and review policies and procedures to contribute to the continual improvement and development of the service
5. To work with Library Managers to develop relationships with partner organisations to seek opportunities to enhance the customer offer and income
6. Encourage the team of Library Managers to actively promote income opportunities to all users and ensure the team has an understanding of targets
7. Support and mentor Library Managers to tackle and resolve difficult issues with performance, HR, complaints and building issues
8. Ensure that Library Managers carry out their responsibility for tasks and activities relating to the day-to-day operation of the library and be responsible in decision making to maintain business continuity

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

# Person Specification

| **Attributes** | **Essential criteria** | **Desirable criteria** |
| --- | --- | --- |
| Education, Qualifications and Training | English & Maths GCSEs Grade C or equivalent | Management Qualification or Training |
| Experience and Knowledge | Previous experience of managing staff  Experience of customer service delivery, such as retail, or public library  Demonstrate experience of managing change effectively  Demonstrate experience of work planning, managing staff deployment  Demonstrate experience of reviewing & improving processes  Experienced and confident in using ICT  Experience of financial transactions & procedures | Previous library experience |
| Ability and Skills | Excellent communication skills both written and verbal and good listening skills  Fluent spoken English  An ability to present ideas logically and positively  Confident and willing to communicate with a wide range of people    Liaise, negotiate and work effectively with colleagues, library users and partner organisations  Analytical/critical thinking  Systematic approach to planning and implementation  Tackle issues and see agreed priorities through  An ability to prioritise workload of self and staff  Able to work under pressure  Demonstrate creative problem solving  Commitment to, and enthusiasm for, challenge and change  Flexible and positive attitude  Demonstrate an understanding of issues affecting the service  Commitment to personal and team development    Proactive in seeking to improve service delivery    Able to motivate and lead a team |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs |  |
| Additional Factors | Ability to travel to other locations in the county to attend meetings, training and to work collaboratively with Library Managers, colleagues and partner organisations |  |