

## Job Description

**Job Title: Area Library Manager**  
**Service: Libraries and Information**  
**Directorate: Place and Economy**  
**Location: Cambridge**  
**Reports to: District Library Manager**  
**Grade: 6**  
**Hours: 37**  
**Oracle Position Number:**

---

### **Job Purpose:**

To assist the District Library Manager in the effective delivery of inclusive customer services throughout the libraries within the hub and cluster, ensuring effective communication with all partners and acting as an advocate for the library service within the community. To assist the DLM in managing staff, supervising volunteers and buildings across the hub and cluster, ensuring a healthy, safe and secure working environment.

### **Principle Accountabilities**

#### **Customer Service and Service Delivery (20%):**

1. Organise, supervise, develop and monitor all operational service routines in all libraries in the hub and cluster in order to provide an efficient and effective library and information service to the public.
2. Ensure that service is prompt, positive, friendly, polite and helpful to all customers of all abilities and backgrounds,
3. Ensure an understanding of the principles of equality and diversity in all staff in the hub and cluster.
4. Assist the District Library Manager to manage the appearance, presentation and physical condition of the library stock across the hub and cluster using appropriate tools.
5. Monitor customer satisfaction, responding effectively to correspondence and complaints, escalating issues to the District Library Manager where appropriate.
6. Ensure effective communication with District Library Manager, other members of the library service and partners, so that a seamless service is delivered from the library hub and cluster.

#### **Service and Facilities Promotion (25%)**

1. Be an effective advocate for the library service, promoting the library service and stock within the wider community at every opportunity.
2. Promote and develop the facilities available in the library hub and cluster and the library stock through liaison with individuals and organisations.
3. Build links with key local stakeholders and priority groups within the community.

4. Manage and coordinate community outreach activities across the hub and cluster.
5. Develop the take up of exhibition and meeting room facilities within the community, acting as the first point of contact for enquiries about libraries as community venues and promoting the idea of the library as a venue within the community.
6. Manage exhibition and meeting room facilities within the hub and cluster, ensuring the delivery of successful events and managing the appropriate integration of such events with operational service routines.
7. Represent the library service in links with local organisations, including Friends Groups.

#### **Management and Development of the team and Supervise Volunteers (20%)**

1. In the absence of the District Library Manager, take responsibility for the general management of operational service routines across the hub and cluster in line with set standards, ensuring the efficient and tactful enforcement of library rules and regulations.
2. Assist the District Library Manager in recruiting, managing, training, developing and monitoring the performance of staff and team development across the hub and cluster.
3. Assist the District Library Manager in recruiting, supervision, training, developing and monitoring the performance of volunteers across the hub and cluster.
4. Collect and collate performance data from the LAPs within the area of the hub and cluster.

#### **Finance and Administration (20%)**

1. Assist the District Library Manager to undertake and coordinate operational and administrative functions of the library service and partner organisations across the hub and cluster, including the management of timetabling, sickness and annual leave.
2. Manage the income and expenditure of the meeting and exhibition facilities across the hub and cluster.
3. Collect and collate management information within the hub and cluster as appropriate to meet the requirements of the library service and partner services to monitor service uptake and delivery.

#### **Security and Health and Safety (15%)**

1. Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others across the hub and cluster.
2. Participate in the compilation of risk assessments for all libraries in the hub and cluster and help to ensure staff are aware of appropriate recommendations and follow them.
3. Take responsibility for the health and safety requirements for all events and exhibitions held within the libraries of the hub and cluster, ensuring that health and safety guidelines and legislation are followed.

4. Assist the District Library Manager to manage the maintenance of property across the hub and cluster. Liaise with suppliers and contractors and monitor work carried out as appropriate, in order to maximise the availability and accessibility of services and facilities for customers, staff and partner organisations.

## Person Specification

**Job Title: Area Library Manager**  
**Division: Libraries, Archives and Information**  
**Directorate: People and Communities**  
**Location: Cambridge**  
**Reports to: District Library Manager**  
**Grade: 6**  
**Hours: 37**  
**Oracle Position Number**

The following criteria are appropriate for this post.  
 You must demonstrate that you meet the essential criteria in order to be shortlisted for the post and it would be advantageous for you to meet the desirable criteria.

| <b>ESSENTIAL</b>  | <b>DESIRABLE</b>   |
|---|--|
| <p><b>Qualifications/Skills</b></p> <ul style="list-style-type: none"> <li>• A good standard of general education equivalent to 2 'A' levels. Must include GCSE English and Maths; Grade C or above or equivalent.</li> <li>• Customer Service Skills to NVQ Level 2 or demonstrable experience.</li> <li>• Strong ICT skills: Proficiency in the use of Microsoft Office or equivalent, particularly Word and E mail.</li> </ul>   | <p><b>Qualifications/Skills</b></p>  |
| <p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Candidates must have a commitment to the principles of excellent customer service.</li> <li>• Awareness of key issues facing public Libraries.</li> <li>• Experience and understanding of partnership working</li> <li>• Experience in team building and team working</li> <li>• Management of workloads with an ability to prioritise and delegate as necessary.</li> <li>• An understanding of the principles of Equality and Diversity within the workplace</li> </ul> | <p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Detailed knowledge of public library operations.</li> <li>• Experience of working in partnership with statutory, voluntary and community groups.</li> <li>• Experience of working in a customer service environment</li> <li>• Experience of promoting a service such as a library or similar to raise awareness in the general public</li> <li>• Awareness of health and safety regulations and issues</li> </ul> |
| <p><b>Personal Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Good interpersonal skills with staff and volunteers, using listening, problem solving and supervisory</li> </ul>   | <p><b>Personal Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Motivational, with the ability to forge a balanced team of staff and encourage volunteers.</li> </ul>   |

|  |  |
|--|--|
| <p>skills with a positive attitude.</p> <ul style="list-style-type: none"><li>• Approachable manner with an ability to challenge others sensitively when appropriate.</li><li>• Able to work well as an individual and as part of a team.</li><li>• An ability to work under pressure and without supervision</li><li>• Flexibility and adaptability in all areas of work, including being able to respond to a change in hours or workplace location across the area.</li><li>• Ability to manage the physical demands of the job (see Hazard form)</li><li>• Strong verbal and written communication skills.</li><li>• A methodical, accurate and consistent approach to work.</li></ul> |  |
|  |  |