

Job Description and Person Specification

Job details

Job title: Library Manager

Grade: NNCBAND06

Reports to: Area Manager

Responsible for: Corby and Oundle Libraries

Directorate and Service area: Communities and Leisure

Purpose of the job

1. To continually develop the library as a community hub working with partners to offer tailored events and support to the local community
2. To lead the team to provide excellent customer service
3. To support, coach and develop the Customer Advisors and Weekend Assistants
4. To manage the day to day running of the library

Principal responsibilities

1. Motivate and lead the team to evolve services to meet the ongoing needs of the local community, including delivery of a range of events and activities to all ages in line with the Library Service Plan and Libraries Connected Universal Offers
2. Management of the team carrying out 1-2-1's and quarterly reviews, identifying areas for personal development and training opportunities, managing recruitment and behaviour/performance management. Supporting staff welfare and enabling access to support services
3. Overseeing the recruitment and development of volunteers in line with policies and procedures ensuring safeguarding is paramount
4. Working with partners and seeking out new opportunities to offer a comprehensive service to the local community
5. Proactive in seeking to generate income through the promotion of existing income streams and identifying new avenues to contribute to the library targets

6. To be responsible for the efficient administrative, financial and IT systems in order to ensure clear communication, maintain records and ensure compliance with financial transaction procedures
7. To be responsible for the day-to-day operation of the library including Health and Safety, fire regulations, reporting building issues and the de-escalation and efficient reporting of incidents in line with policies and procedures
8. To be responsible for self-development ensuring an awareness of and contributing to the development of services and achievement of targets and outcomes set in the Library Service Annual Plan and Public Library Benchmark Standards (Libraries Connected Universal Offers) whilst contributing to the Councils Corporate Plan
9. Motivate the team to contribute to continuous improvement and the creation of a team centric culture
10. To communicate confidently, liaising effectively with your team, as well as the wider library service and internal and external partners. Managing difficult situations, supporting staff with anti-social behaviour, and responding to complaints.

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 council's commitment 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	Supervisor qualification e.g. NVQ Level 3 or equivalent
Experience and Knowledge	<p>Previous experience of managing staff</p> <p>Experience of customer service delivery</p> <p>Demonstrate experience of work planning</p> <p>Experienced and confident in using ICT</p> <p>Experience of financial transactions & procedures</p>	Previous library experience
Ability and Skills	<p>Excellent communication and listening skills</p> <p>Fluent spoken English</p> <p>An ability to present ideas logically and positively</p> <p>Confident and willing to communicate with a wide range of people including children & young people.</p> <p>Liaise, negotiate and work effectively with colleagues, library users and partners</p> <p>Systematic approach to planning and implementing</p> <p>Tackle issues and see agreed priorities through</p>	

Attributes	Essential criteria	Desirable criteria
	<p>An ability to prioritise workload of self and staff in order to achieve deadlines</p> <p>Able to work under pressure</p> <p>Demonstrate creative problem solving</p> <p>Commitment to, and enthusiasm for, challenge and change</p> <p>Flexible and positive attitude</p> <p>Commitment to personal and team development</p> <p>Proactive in seeking to improve service delivery</p> <p>Able to motivate and lead a team</p>	
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 other managers	