

JOB DESCRIPTION

Job Title: District Library Manager, Cambridge

Service: Cultural & Community Services

Directorate: People & Communities

Reports to: Library Service Manager

Grade: P1

Location: Based at Cambridge Central Library

Hours: Full Time (37 hours per week)

Job Purpose:

To oversee an effective library service across Cambridge City Libraries to meet the objectives of the Service Plan and relevant Council strategies.

To contribute as a member of the Library Leadership Team to the operational delivery and strategic development of the Library Service.

To manage the delivery of library services to customers through all static libraries in the district, ensuring that frontline public services are operated to designated levels and quality standards. This will encompass:

- The effective and efficient delivery of all services to all customers.
- Effective communication within the Library Service, with partner organisations and throughout the community served by the districts.
- The recruitment of staff and volunteers as appropriate to deliver the service.
- The line management of staff and volunteers across the districts.
- Effective liaison with Community Manager Libraries and other partners in the voluntary sector across the area
- The promotion of library services within the community by networking effectively with local individuals, agencies and organisations.
- The effective management of property including the presentation, maintenance, health and safety and security of all libraries within the districts.
- Risk assessments across the districts.
- The management of the budget associated with the role.

Principal Accountabilities:

Planning, Monitoring and Review:

1. Contribute to the planning and development of library service provision for customers, in order to achieve the objectives and targets set out in the Service Plan.

2. Assess the quality and trends in local customer service provision through regular contact and inspections and the use of a range of management information, in order to establish the needs and opportunities for developing services, resources, staff or buildings.

Customer Care and Service Delivery

1. Manage the day-to-day delivery of all frontline customer services in the Districts in accordance with the levels and standards specified in the Service Levels Policy Guidelines and the Service plan.
2. Plan, manage, monitor and review all operational service routines, in order to deliver an efficient and effective library service, ensuring an excellent customer experience.
3. Coordinate the range of activities, specialist learning, information and public services provided by operational or professional staff, colleagues, or by partners across all service points within the district.
4. Manage the income generating facilities within the district, to ensure the maximum use by the community and to maximise income.

Staffing, Teamwork and Communication

1. Manage the recruitment, training, development, motivation and appraisal of operational staff and volunteers across the districts in order to establish and maintain teams capable of delivering services to specified levels.
2. Monitor and maintain quality standards and develop the range of skills required by the local library staff and volunteers. Liaise with other District Library Managers, operational staff and professional teams, partners and others, in order to ensure consistency of service delivery across the County.
3. Plan, organise and manage the deployment of staffing resources across the districts to ensure efficient, customer focused services.
4. Act as a key communications channel for local library staff and volunteers to gain acceptance for County Policies and developments. Ensure that local issues and needs are passed onto the appropriate team within the Service for action or development.
5. Manage the effective communication across the district and work with other Managers as a team to ensure good communication across the service.

Service Marketing and Community Focus

1. Promote community and cultural services, in particular the Library service, within the wider community.
2. Act as the first point of contact for enquiries about the Library service and represent the service in links with local organisations., Friends groups and local members where appropriate.
3. Identify changes in local circumstances to ensure the range of services and

facilities reflects community needs and demand.

4. Co-ordinate all community outreach work across the district.

Stock and Resources

1. Ensure that systems are in place to manage and promote all library, learning and information resources across the district, including digital access.
2. Ensure that the available stock and resources are the most appropriate for the needs of users throughout the district.
3. Advise colleagues and the staff of partner organisations of new stock and resource requirements and of any quality control issues with existing materials.

Infrastructure Management, Security and Health and Safety:

1. Monitor the condition of the static libraries within the District and ensure their fitness for the purpose of providing accessible, welcoming, healthy and secure environments for customers, staff and partner organisations.
2. Work with appropriate colleagues to maintain and improve the condition of the buildings, minimising the risk to self and others.
3. Work with site coordinators, health and safety representatives and others as appropriate, ensuring staff are trained and aware of all relevant procedures including building evacuations.
4. Ensure risk assessments are undertaken across the district and appropriate follow up actions are carried out.

Finance and Administration

1. Be responsible for the budget allocated to the district, in order to ensure that agreed financial targets are met and that the service as a whole operates within budget.
2. Manage operational and administrative functions of the service across the district, including control of cash (securely and in accordance with financial regulations).
3. Direct and monitor the collection of management information in order to meet the requirements for monitoring service uptake and delivery. Interpret the data to inform the way services are developed.

Person Specification

Job Title: District Library Manager: Cambridge City

Service: Community and Cultural Services

Directorate: People and Communities

Location: Cambourne Library

Reports to: Library Service Manager

Grade: P1

Hours: 37.00

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.

ESSENTIAL	DESIRABLE
Qualifications/Skills <ul style="list-style-type: none">• Good standard of general education: 2 'A' Levels or 4 'AS' Levels/NVQ level 3, to include GCSE/GCE passes at grade C or above in English Language and Maths, or the appropriate Level 2 qualifications in literacy and numeracy.• Strong ICT Skills: the successful candidate must be able to demonstrate proficiency in the use of Microsoft Office or equivalent, particularly Word and E-mail, equivalent to Level 2 ICT qualification.	Qualifications/Skills <ul style="list-style-type: none">• A qualification in librarianship or equivalent.
Knowledge and Experience <ul style="list-style-type: none">• Demonstrable depth of management experience in a library or other comparable customer service organisation.• Team building and team working.• Experience of effective partnership working or collaboration across organisations.• A clear understanding of the principles of Equality and Diversity within the workplace.	Knowledge and Experience <ul style="list-style-type: none">• Experience of managing a budget.• Detailed knowledge and understanding of library practices.

<ul style="list-style-type: none"> • Awareness of current issues, challenges, developments and opportunities in the library sector, particularly as they affect front-line service operations. • Experience in an advocacy and promotional role within a library or other comparable customer service organisation. • Strong awareness of health and safety regulations and issues and experience of risk management. 	
<p>Management Skills and Abilities</p> <ul style="list-style-type: none"> • Evidence of the range of skills necessary to recruit, build, motivate, lead and manage the performance of teams of staff and volunteers. • Demonstrable ability to set objectives, plan work and lead projects • Excellent interpersonal skills with staff and volunteers, using listening, problem solving and management skills with a positive attitude. • Ability to examine problems and solutions in the broader context, taking account of political and external influences, and to use influencing and negotiating skills. • Demonstrable ability to work under pressure and without supervision, producing high quality work within tight deadlines. • Management of workloads with the ability to prioritise and delegate as necessary and to use time effectively, both one's own and that of others. 	<p>Management Skills and Abilities</p> <ul style="list-style-type: none"> • Proven ability to interpret management information and produce clear, concise reports.

Personal Skills

- Leadership qualities and the ability to use own initiative and to be proactive.
- Proven track record of being innovative, resourceful and using problem-solving and decision-making skills.
- Excellent interpersonal skills with customers, staff, and representatives of partner/community organisations, including an ability to show patience and understanding. A pleasant, helpful manner when dealing with people of all ages, abilities and backgrounds, and an approachable manner with an ability to challenge others sensitively when appropriate.
- Commitment to excellence in customer service.
- Passion and enthusiasm to thrive in a challenging and complex post.
- Excellent verbal and written communication skills.
- Flexibility and adaptability in all areas of work, with an ability to adapt to various situations as the need arises, including being able to respond to a change in hours or workplace location.

Personal Skills

- Proven track record of professional development.