# Image of North Northamptonshire Council logo

# Job Description and Person Specification

## Job details

Job title: Library Manager

Grade: I

Reports to: Area Manager

Responsible for: Kettering Cornerstone Library

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 whilst working closely with all other teams in the Cornerstone Building
2. To lead the team to provide excellent customer service
3. To support, coach and develop the Customer Advisors and Saturday Assistants
4. To manage the day to day running of the library including being on the duty rota to keep the Cornerstone building safe

## Principal responsibilities

1. Lead the team to evolve services to meet the ongoing needs of the local community
2. Lead the team and demonstrate a positive attitude to working closely with all teams within the Cornerstone building
3. Management of the team carrying out appraisals & reviews, identifying areas for personal development & training opportunities, managing recruitment and behaviour / performance management
4. Deliver of a range events and activities to all ages in line with the Library Service Plan
5. Working with partners and seeking out new opportunities to offer a comprehensive service to the local community
6. Proactive in seeking to generate income through the promotion of existing income streams and identifying new avenues to contribute to the library targets
7. To be responsible for the efficient administrative, financial & IT systems in order to ensure clear communication, maintain records and ensure compliance with financial transaction procedures
8. To be responsible for the day to day operation of the Library including Health & Safety, fire regulations, reporting building issues and the de-escalation & efficient reporting of incidents in line with policies and procedures.
9. To be responsible on a duty rota for the reporting of the Cornerstone building issues and the de-escalation & efficient reporting of incidents in line with policies and procedures.
10. Motivate the team to contribute to continuous improvement and the creation of a team centric culture

## 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 | Supervisor qualification eg NVQ Level 3 or equivalent |
| Experience and Knowledge | Previous experience of managing staff  Experience of customer service delivery  Demonstrate experience of work planning  Experienced and confident in using ICT  Experience of financial transactions & procedures | Previous library experience |
| Ability and Skills | Excellent communication and listening skills  Fluent spoken English  An ability to present ideas logically and positively  Confident and willing to communicate with a wide range of people including children & young people.  Liaise, negotiate and work effectively with colleagues, library users and partners  Systematic approach to planning and implementing  Tackle issues and see agreed priorities through  An ability to prioritise workload of self and staff in order to achieve deadlines  Able to work under pressure  Demonstrate creative problem solving  Commitment to, and enthusiasm for, challenge and change  Flexible and positive attitude  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 other managers |  |