

## Job Description

Job Title: District Library Manager, Cambridge

Directorate: Strategy & Partnerships

Reports to: Head of Libraries, Archives and Culture

Grade: P1

Location: Based at Cambridge Central Library

Hours: Full Time (37 hours per week)

### Overall purpose of the job

To be an operational lead for 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 at Cambridge Central Library, and our branches at Arbury Court, Barnwell Road, Cherry Hinton, Milton Road and Rock Road. To ensure 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.
- Recruitment and development of a high performing team of staff to maintain service levels.
- Developing effective partnerships for local service delivery, for example, Lion Yard Shopping Centre, Cambridge City Council.
- The effective management of property including the presentation, maintenance, health and safety and security of all libraries within the district.
- Overseeing a safe and welcoming environment for staff and the public.
- Acting as a budget manager.

### Main accountabilities

Main accountabilities	
1.	<p><b><u>Operational leadership:</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Plan, manage, monitor and review all operational service routines, in order to deliver an efficient and effective library service, ensuring an excellent customer experience.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage the income generating facilities within the district, to ensure the maximum use by the community and to maximise income.</li> </ul>
2.	<p><b><u>Strategic thinking:</u></b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Regularly review the local offer to identify emerging or unmet needs and opportunities for developing services, resources, staff or buildings.</li> </ul>
3.	<p><b><u>Effective line management of a diverse team across multiple sites:</u></b></p> <ul style="list-style-type: none"> <li>• Manage the recruitment, training, development, motivation and appraisal of operational staff across the district in order to establish and maintain teams capable of delivering services to specified levels.</li> <li>• 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.</li> <li>• Plan, organise and manage the deployment of staffing resources across the districts to ensure efficient, customer focused services.</li> <li>• 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.</li> <li>• Manage the effective communication across the district and work with other Managers as a team to ensure good communication across the service.</li> </ul>
4.	<p><b><u>Place-based community engagement:</u></b></p> <ul style="list-style-type: none"> <li>• Promote community and cultural services, in particular the Library service, within the wider community.</li> <li>• 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.</li> <li>• Identify changes in local circumstances to ensure the range of services and facilities reflects community needs and demand.</li> </ul>
5.	<p><b><u>Managing public spaces:</u></b></p> <ul style="list-style-type: none"> <li>• Monitor the condition of the library buildings within the district and ensure their fitness for the purpose of providing accessible, welcoming, healthy and secure environments for customers, staff and partner organisations.</li> <li>• Work with appropriate colleagues to maintain and improve the condition of the buildings, minimising the risk to self and others.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>Ensure risk assessments are undertaken across the district and appropriate follow up actions are carried out.</li> </ul>
6.	<b><u>Managing budgets and performance data:</u></b> <ul style="list-style-type: none"> <li>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.</li> <li>Manage operational and administrative functions of the service across the district, including control of cash (securely and in accordance with financial regulations).</li> <li>Direct and monitor the collection of key performance indicator data in order to meet the requirements for monitoring service uptake and delivery. Interpret the data to inform the way services are developed.</li> </ul>
7.	<b><u>Safeguarding commitment:</u></b> <ul style="list-style-type: none"> <li>We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.</li> </ul>
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Essential/ Desirable
<b>Good standard of general education:</b> 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.	Essential
<b>A qualification in management or leadership</b>	Desirable

Minimum levels of knowledge, skills and experience required for this job

Knowledge		
<b>Public library sector</b>	<ul style="list-style-type: none"> <li>Awareness of current issues, challenges, developments and opportunities in the library sector, particularly as they affect front-line service operations.</li> </ul>	Essential
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>Awareness of health and safety regulations and issues and experience of risk management.</li> </ul>	Desirable
<b>Library practices</b>	<ul style="list-style-type: none"> <li>Detailed knowledge and understanding of library practices.</li> </ul>	Desirable

<b>Professional development</b>	<ul style="list-style-type: none"> <li>A proven track record of professional development.</li> </ul>	Desirable
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Skills	
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<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Evidence of a range of leadership qualities and skills necessary to recruit, build, motivate, lead and manage the performance of a large team of staff.</li> </ul>	Essential
<b>Managing people and projects</b>	<ul style="list-style-type: none"> <li>• Ability to plan and allocate work, deliver projects and manage change by setting and monitoring meaningful objectives.</li> </ul>	Essential
<b>Interpersonal</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills with staff and volunteers, including active listening, problem solving, patience and understanding.</li> </ul>	Essential
<b>Conflict management</b>	<ul style="list-style-type: none"> <li>• Ability to approach conflict with tact and diplomacy, able to identify common ground and resolve disputes by reaching consensus.</li> </ul>	Essential
<b>Influencing and negotiating</b>	<ul style="list-style-type: none"> <li>• Ability to implement and realise corporate priorities/strategy, taking account of political and external influences, and to use influencing and negotiating skills.</li> <li>• Able to embody corporate values.</li> </ul>	Essential
<b>Initiative and accountability</b>	<ul style="list-style-type: none"> <li>• Ability to work under own direction as a proactive self-starter, producing high quality work.</li> <li>• Proven track record of being innovative, resourceful and effective decision-making skills.</li> </ul>	Essential
<b>Time management</b>	<ul style="list-style-type: none"> <li>• Ability to effectively delegate and manage workloads to deliver on objectives.</li> <li>• Ability to balance remote and in-person working to maintain visibility and accountability to the team across multiple locations.</li> </ul>	Essential
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Engaging verbal and written communication skills, adaptable to a wide range of audiences.</li> </ul>	Essential
<b>IT</b>	<ul style="list-style-type: none"> <li>• Demonstrate ability to make effective use of Microsoft Office 365 suite, especially Teams, Excel and PowerBI.</li> </ul>	Essential
<b>Data analysis</b>	<ul style="list-style-type: none"> <li>• Proven ability to interpret key performance indicator data to inform decision making. Ability to present and report on data in a clear and concise manner.</li> </ul>	Desirable

## Experience

<b>People management</b>	<ul style="list-style-type: none"> <li>• Demonstrate depth of management experience in a community or comparable customer service organisation.</li> </ul>	Essential
	<ul style="list-style-type: none"> <li>• Experience of managing a team across multiple sites.</li> </ul>	Desirable

<b>Team building</b>	<ul style="list-style-type: none"> <li>• Demonstrate experience of building and developing a high performing team.</li> </ul>	Essential
<b>Equality, Diversity and Inclusion</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.</li> </ul>	Essential
<b>Net Zero</b>	<ul style="list-style-type: none"> <li>• Ability to contribute towards our commitment of becoming a net zero organisation.</li> </ul>	Essential
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.</li> </ul>	Essential
<b>Budget management</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate experience of managing a budget, generating income and meeting savings targets.</li> </ul>	Desirable
<b>Partnership working</b>	<ul style="list-style-type: none"> <li>• Experience of effective partnership working or collaboration across organisations.</li> </ul>	Desirable

### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	<b>Enhanced with barred list checks</b>

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	<b>Hybrid</b>	Field	Remote	Mobile
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