

Job Description

Job Title: Stock and Support Services Manager

POSCODE: 2594

Grade:G

Overall purpose of the job

To provide excellent customer service to support Northamptonshire Libraries and Information Services (NLIS), Community Managed Libraries and the Traded Services to deliver their services including:-

- Timely supply of reading materials and non-book supplies
- Efficient management of ordering, receipting and invoicing transactions
- Management of transport delivery systems and staffing including but not limited to; council libraries, community managed libraries, Library Resources for Education, Bookstart

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To manage staffing resources of the Stock Supply/Support Team to ensure internal and external customer satisfaction through efficient processes and delivery systems.
2.	Set up and monitor the stock fund expenditure levels via the Library Management System, liaising with and providing information and advice to suppliers, stock selectors and stock budget managers as directed by SMT.
3.	To ensure the quality of service provided by approved library suppliers is monitored, that effective liaison is maintained and any problems investigated and rectified in order to support the implementation of effective stock selection and management policy in a timely manner in line with NLIS guidelines.
4.	To recruit, train and line manage staff in line with council policies and service requirements. To ensure that staff have appropriate skills, knowledge and support to undertake their roles effectively.
5.	To support Community Managed Libraries to select, order, process and deliver stock in line with service level agreements.
6.	To ensure the efficient management of ordering, receipting and invoicing financial transactions in line with council policy and procedures.
7.	To maintain, monitor and improve business support including communication, customer service, transport delivery systems, staffing and stock for council libraries, community managed libraries, Library Resources for Education, HMP Woodhill, Bookstart and any other traded or partner services
8.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
9.	To ensure that reasonable care is taken at all times for the health, safety, safeguarding and welfare of yourself and others, and to comply with the policies and

	procedures relating to health and safety and safeguarding within the department and site.
10.	To carry out any other duties which fall within the borad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
11.	

Safeguarding commitment

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.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE's C or equivalent	English	Essential
GCSE's C or equivalent	Maths	Essential
European Computer Driving Licence (ECDL)	Information Technology	Desirable

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

Identify	Describe	Essential/ Desirable
Knowledge		
	Knowledge of Financial systems, ERP gold or budget monitoring	Desirable
	Knowledge of Library Management Systems	Desirable
Skills		
	Accuracy and attention to detail	Essential
	Good organisational skills	Essential
	Ability to work on own initiative but receptive to direction	Essential
	Ability to prioritise workload and achieve deadlines	Essential
	Good written and verbal communication skills	Essential
	Ability to work effectively as part of a team	Essential
	To be positive and flexible with a can do attitude	Essential
	Ability to work effectively under pressure	Essential
Experience		
	Experience of dealing effectively with customers and partners	Essential
	Experience of managing budgets	Desirable
	Experience of using Microsoft 365	Desirable

	Experience of motivating a team	Desirable
Other requirements/ circumstances		
Equal opportunities	Ability to demonstrate awareness / understanding of equal opportunities	Essential
Safeguarding	Ability to demonstrate awareness / understanding of other people's behaviour, physical, social and welfare needs	Essential