

Job Description

Job Title: Area Library Manager

POSCODE: 333002379

Grade: Scale 6

Overall purpose of the job

To assist the District Library Manager in the effective delivery of inclusive customer services throughout the libraries within the hub and cluster, ensuring effective communication with all partners and acting as an advocate for the library service within the community. To assist the DLM in managing staff, supervising volunteers and buildings across the hub and cluster, ensuring a healthy, safe and secure working environment.

Main accountabilities

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1.	Customer Service and Service Delivery (20%): 1. Organise, supervise, develop and monitor all operational service routines in all libraries in the hub and cluster in order to provide an efficient and effective library and information service to the public. 2. Ensure that service is prompt, positive, friendly, polite and helpful to all customers of all abilities and backgrounds, 3. Ensure an understanding of the principles of equality and diversity in all staff in the hub and cluster. 4. Assist the District Library Manager to manage the appearance, presentation and physical condition of the library stock across the hub and cluster using appropriate tools. 5. Monitor customer satisfaction, responding effectively to correspondence and complaints, escalating issues to the District Library Manager where appropriate. 6. Ensure effective communication with District Library Manager, other members of the library service and partners, so that a seamless service is delivered from the library hub and cluster.
2.	Service and Facilities Promotion (25%) 1. Be an effective advocate for the library service, promoting the library service and stock within the wider community at every opportunity. 2. Promote and develop the facilities available in the library hub and cluster and the library stock through liaison with individuals and organisations. 3. Build links with key local stakeholders and priority groups within the community. 4. Manage and coordinate community outreach activities across the hub and cluster. 5. Develop the take up of exhibition and meeting room facilities within the community, acting as the first point of contact for enquiries about libraries as community venues and promoting the idea of the library as a venue within the community. 6. Manage exhibition and meeting room facilities within the hub and cluster, ensuring the delivery of successful events and managing the appropriate integration of such events with operational service routines. 7. Represent the library service in links with local organisations, including Friends Groups.
3.	Management and Development of the team and Supervise Volunteers (20%) 1. In the absence of the District Library Manager, take responsibility for the general management of operational service routines across the hub and cluster in line with set standards, ensuring the efficient and tactful enforcement of library rules and regulations.

	2. Assist the District Library Manager in recruiting, managing, training, developing and monitoring the performance of staff and team development across the hub and cluster. 3. Assist the District Library Manager in recruiting, supervision, training, developing and monitoring the performance of volunteers across the hub and cluster. 4. Collect and collate performance data from the LAPs within the area of the hub and cluster.
4.	Finance and Administration (20%) 1. Assist the District Library Manager to undertake and coordinate operational and administrative functions of the library service and partner organisations across the hub and cluster, including the management of timetabling, sickness and annual leave. 2. Manage the income and expenditure of the meeting and exhibition facilities across the hub and cluster. 3. Collect and collate management information within the hub and cluster as appropriate to meet the requirements of the library service and partner services to monitor service uptake and delivery.
5.	Security and Health and Safety (15%) 1. Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others across the hub and cluster. 2. Participate in the compilation of risk assessments for all libraries in the hub and cluster and help to ensure staff are aware of appropriate recommendations and follow them. 3. Take responsibility for the health and safety requirements for all events and exhibitions held within the libraries of the hub and cluster, ensuring that health and safety guidelines and legislation are followed. 4. Assist the District Library Manager to manage the maintenance of property across the hub and cluster. Liaise with suppliers and contractors and monitor work carried out as appropriate, in order to maximise the availability and accessibility of services and facilities for customers, staff and partner organisations.
6.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
7.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.
8.	Safeguarding commitment <i>(Include for roles involving work with children/vulnerable adults)</i> 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

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 3: 2 'A' levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent. Must include GCSE English and Maths; Grade C or above; NVQ Level 2	GCSEs / A-Level	E
ICT Qualification		E
Customer Service Skills to NVQ Level 2		D

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

Identify	Describe	Essential/ Desirable
Knowledge		
Candidates must have a commitment to the principles of excellent customer service. They must also be able to demonstrate an understanding of how to deliver this.		E
Detailed knowledge and understanding of library practices.		E
Demonstrable experience in a coordination and/or promotional role within a library or other comparable customer service organisation		E
Sound knowledge of the principles of partnership working		E
Management of workloads with the ability to delegate and prioritise.		E
Experience in team building and team working.		E

Management of staff with a commitment to training and development		E
Awareness of current issues and developments in the library sector, particularly as they affect front-line service operations.		D
Skills		
Good interpersonal skills with staff and volunteers, using listening, problem solving and supervisory skills with a positive attitude.		E
Approachable manner with an ability to challenge others sensitively when appropriate.		E
Good interpersonal skills with customers and representatives of partner/community organisations.		E
Able to work well as an individual and as part of a team.		E
An ability to show patience, understanding and a pleasant, helpful manner when dealing with queries from customers of all ages, abilities and backgrounds, both in person and on the telephone.		E
An ability to work under pressure and without supervision.		E
Strong verbal and written communication skills.		E
Ability to use own initiative and be proactive.		E
A methodical, accurate and consistent approach to work.		E
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		E

change in hours or workplace location. Punctuality and Reliability.		
Mobility. Candidates must be able to travel within the group as required.		E
Smart appearance appropriate to the working environment and ability to manage the physical demands of the job.		E
Experience		
Experience of working in partnership with statutory, voluntary and community groups.		D
Experience of supervising volunteers · Experience of working in a customer service environment		D
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	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.	Essential

Disclosure level

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

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	Hybrid	Field	Remote	Mobile
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