

JOB TITLE:	Library Manager
GRADE:	H5 (Small Tier 2) or H6 (Large Tier 2)
REPORTS TO:	Operations Librarian
TEAM:	Area Library Team
DEPARTMENT:	Libraries and Heritage Services (LHS)

Purpose of the Job

To promote the library service to the wider community, and to actively engage with local partnerships and organisations.

To act as the face of the library service in the community. To lead and motivate the library team to deliver and achieve service objectives. To undertake the role of site manager at the library with responsibility for providing a library service to the community and for the day-to-day management and supervision of its operation.

As a member of the Area Management team, take responsibility for the development and delivery of service provision within the Area.

To support the delivery of *Inspiring Libraries*, the 10 year Strategy for Hertfordshire Libraries by actively promoting and encouraging all library staff to promote the library to customers, partners and community organisations as:

- a hub for community information and activities
- a place where they can access and benefit from digital technology
- a gateway to reading, information and wellbeing

To contribute to the *Inspiring Libraries* ambition of attracting more visitors through participation in outreach and promotional activities in the community and via partnership working with relevant organisations and community groups.

Main Areas of Responsibility

1. Community outreach and engagement

- Proactively seek and create opportunities to promote library services, liaising with a wide range of community organisations and groups to ensure the needs of a diverse community are met
- Contribute to and deliver a programme of activities in the library to achieve library targets
- Develop partnerships which support and contribute to LHS priorities and the Area Team Plan

2. Managing and leading a team

- Actively manage the frontline customer service staff to ensure that all tasks are completed safely, appropriately and within required timescales in accordance with HCC policies and procedures
- Oversee the recruitment of staff to the team
- Motivate staff to deliver a high quality library and information service to the community, ensuring equality of access for all customers

- Lead by example, ensuring that the communication and delivery of new service initiatives is carried out to achieve positive outcomes
- Actively address any individual and team performance issues in a constructive manner, with support from the Operations Librarian as required
- Oversee the Performance Management Development Scheme and provide effective appraisals to frontline staff
- Support the recruitment and training of volunteers, fostering a culture of volunteering to ensure that volunteers feel valued as part of the wider library team

3. Frontline Service Delivery

- Develop, maintain and monitor procedures for the efficient operation of the library service using county, departmental and local policies and standards as appropriate
- Implement new policies and procedures, ensuring objectives are met and targets monitored
- Oversee timetabling of staff in all roles to ensure cover both for the delivery of the public service and meeting health & safety requirements for minimum staffing including authorising local staff to work extra hours and organising cover from temporary staff as required.
- Ensure high standards of customer care are maintained at all times
- Monitor the presentation of the library by floorwalking regularly, taking appropriate action to ensure that the library is well presented and tidy at all times
- Manage the complaints process for the library, ensuring response targets are met

4. Administrative duties

- Ensure adequate health, safety and security provision in all areas of the library
- Plan and implement improvements, such as audit recommendations
- Ensure all equipment is safe to operate and complies with the Equalities Act and LHS policies, taking account of access needs
- Oversee the maintenance and return to deadline of statistics and information requested eg records of staff sickness, health & safety records and training records
- Authorise purchase of items required for the library and authorise payment of invoices arising from orders
- Support income generation initiatives and ensure cash handling procedures are followed using HCC policies and procedures

5. Demonstrate HCC values and Behaviours

- Carry out duties and responsibilities in a timely and responsive manner, in line with HCC's Values and Behaviours Framework of:
 - Being citizen focused
 - Making sure every penny counts
 - Acting with integrity
 - Getting things right and learning from experience
 - Continuing to innovate
- Ensure staff understand the principles of the HCC Values and Behaviours Framework, providing feedback to staff as part of the PMDS and appraisal process

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary

Work Base

Although you will be based at one library, you may be required to travel to other libraries and venues for meetings or to provide service support, for which travel expenses and time may be claimed under HCCs Business Travel and Subsistence Policy.

Timetable

A provisional timetable worked on a weekly rota, including weekends, will be provided. Please note that it will be subject to change to provide adequate staffing during opening hours. A full hour (unpaid) is given for lunch Monday-Friday and 30 minutes (unpaid) on Saturdays. There are also short tea breaks (paid) as appropriate.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Development of Self and Others

As an organisation we want all our staff to fulfil their potential. As an employee we expect you to take responsibility for developing within your role, using your annual Personal Development Plan, by for example, attending training courses and completing e-learning training modules

You will manage and mentor staff on a day to day basis. You will also manage, co-ordinate and deliver the PMDS and appraisal process for frontline staff.

You will ensure that training is delivered to staff and volunteers, this may be on an organised basis using induction checklists and standard training packages or on an ad hoc basis, as and when training needs are identified within the team.

Additional Information: Code of Practice on the English language requirements for public sector workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

Person Specification: Library Manager (Tier 2)

	Essential criteria	Desirable criteria
Experience	<ul style="list-style-type: none">• Experience of or an interest in working with the public	<ul style="list-style-type: none">• Experience of working in a library
Skills: Team leadership	<ul style="list-style-type: none">• Good team worker, with experience of leading and managing a team of staff• Proactive in managing team performance• Able to motivate staff to achieve service standards and targets	<ul style="list-style-type: none">• Experience of recruiting and working with volunteers• Understands the need for volunteers to feel valued as part of the wider library team
Skills: Customer Care	<ul style="list-style-type: none">• Able to deliver a customer focussed service to a high standard• Ensures staff understand the customer care standards expected of them• Able to deal constructively with difficult and challenging behaviour to achieve satisfactory outcomes	

	Essential criteria	Desirable criteria
Skills: Communication	<ul style="list-style-type: none"> • Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English • Able to manage difficult conversations and resolve complaints constructively to achieve satisfactory outcomes • Able to negotiate and influence effectively 	
Skills: Marketing and promotion	<ul style="list-style-type: none"> • Able to act as advocate for the library service within the community • Able to promote the service effectively to colleagues, partners and local organisations • Actively encourages staff to act as advocates for the library service 	
Skills: IT	<ul style="list-style-type: none"> • Competent using Microsoft Office • Knowledge of the Internet and other computer based library information resources • Confident in supporting staff and members of the public in their use of IT 	<ul style="list-style-type: none"> • Knowledge of HLS library app/e-services • Able to use a tablet
Skills: Organisational skills	<ul style="list-style-type: none"> • Organised and methodical • Able to implement and deliver projects and services which achieve set objectives within required timescales • Able to use initiative and problem solving skills to manage conflicting priorities 	<ul style="list-style-type: none"> • Able to take mitigating action to ensure library targets are achieved • Experience of applying HR, H&S or financial policies and procedures accurately
Skills: Resource management	<ul style="list-style-type: none"> • Able to deliver services within available resources • Able to develop services in collaboration with partners in response to individual and community need 	<ul style="list-style-type: none"> • Knowledge of business procedures and policies eg procurement, business continuity
Knowledge	<ul style="list-style-type: none"> • Understands the objectives of HCC and LHS • Understands health & safety legislation and can apply policies and procedures correctly 	<ul style="list-style-type: none"> • Awareness of <i>Inspiring Libraries Strategy</i>
Behaviours	<ul style="list-style-type: none"> • Able to work within Values and Behaviours • Willing to take responsibility for own self-development and the development of staff and volunteers • Able to remain calm when working under pressure • Flexible and positive approach to the workplace • Able to advise and support senior managers on the delivery and development of services 	