

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Library Service Manager	Grade: PO3
Section: Contracts and Leisure (Libraries) Services	Directorate: Environment and Community Services
Responsible to following manager: Head of Libraries	Responsible for following staff: Community Libraries Manager x 3 Sunday Manager x 1 Casual Library Assistants
Post Number/s: RWE1251	Last review date: July 2023

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- Responsible for the effective delivery of frontline library services by providing leadership to the Community Libraries Managers (CLMs) and their teams. You will ensure service resilience, perform critical service evaluations, and



implement service improvements that deliver the greatest benefits for residents across the borough.

- You will develop and maintain partnerships with multiple stakeholders to ensure operational teams have the resources, support and training required to deliver high quality and consistent frontline services across the borough.
- As a member of the Senior Management Team, the post holder will contribute to strategy and coordinate future planning, change management, policy and projects that relate to operational delivery.

Specific Duties and Responsibilities

1. To achieve high levels of customer satisfaction you will foster and maintain effective working relationships with internal library teams including Library Assistants, Supervisors and CLMs; Reading and Resources Team; Children and Communities Team as well as the Library Systems Manager and the Facilities Manager.
2. As an advocate for Richmond Libraries, you will communicate and collaborate with a wide range of council departments (such as Adult Social Care, Community Safety) and external organisations (such as SPEAR, CAB) to deliver the library strategy and improve the life chances of adults and children across the borough.
3. To provide professional leadership to the frontline workforce and hold line management responsibility for the Community Libraries Managers, the Sunday Manager and casual library assistants.
4. To be responsible for maintaining high standards of professional practice across all operational teams. You will ensure established policies and procedures are enacted appropriately.
5. To recruit and retain a dynamic and productive frontline workforce.
6. To monitor and evaluate operational library performance against service objectives, leading regular review meetings, reporting outcomes and initiating remedial action when necessary to ensure agreed objectives and targets are met.
7. To create, deliver and evaluate appropriate training to ensure that frontline library staff are confident and have the right skills to deliver and promote both existing and new services.



8. To lead on planned and unplanned library closures. You will coordinate with relevant colleagues to mitigate risks and minimise disruption to service users.
9. To advise and support the Head of Libraries on relevant service and operational matters and provide the senior management team with an overview of priorities and potential issues that could adversely affect the wider delivery of services.
10. To assist as required with the management of library budgets, meet agreed income and expenditure targets and monitor staff budgets ensuring that all necessary processes and procedures are carried out in a timely and effective way.
11. You will promote a service that is inclusive, responsive, and welcoming to all. Where applicable, managing the exclusion process in line with corporate guidance, Library bylaws and the code of conduct.

Generic Duties and Responsibilities

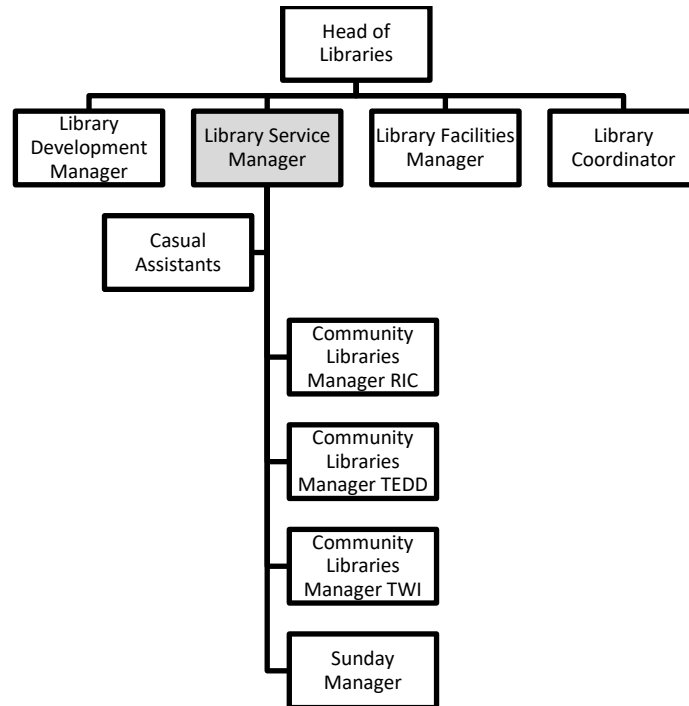
- To contribute to the continuous improvement of the services of the Boroughs of Richmond and Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



Additional Information

1. Daily management responsibility for 3 x Community Libraries Managers, the Sunday Manager and casual library assistants.
2. The post-holder must be suitable to work with children and vulnerable adults and will be required to undergo a Disclosure and Barring Service (DBS) check.
3. The post-holder will be required to work flexibly to the exigencies of the organisation, including weekends, evenings, and early mornings as necessary.
4. The post-holder will be required to fulfil the role of Duty Officer, on a weekly rota with other members of the Libraries Management Team, which includes evenings and weekends.
5. The post-holder will be required to travel around and outside the borough to attend meetings, training courses or other work-related events or activities.
6. The post-holder must be able to work in any library in the borough as requested or required.
7. The post-holder must take personal responsibility to ensure work is of a high standard and that a positive impression of the library service is given to users and visitors.
8. The post-holder will be required to wear an ID lanyard when on public duty, uphold service values and perform to the required standards of behaviour including timekeeping, personal appearance, customer care and taking responsibility.

Current team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A & I/ T/ C see see below for explanation
	Essential	Desirable	Assessed
An up-to-date knowledge of strategic developments and trends in the area of public library services		Y	A/I
An up-to-date knowledge of PC software (Microsoft Office 365) and of library software and systems, including Library Management Systems and e-Resources	Y		A/I/
An up-to-date knowledge of HR principles and legal employment requirements	Y		A/I/
Knowledge of public library service operation and the role of the public library within local communities		Y	A/I
Effective management of service and staff at a senior level	Y		A/I
Experience of collaborative working in partnerships and developing links with outside agencies, professional bodies and/or commercial organisations to support service development and delivery	Y		A/I
Delivering excellent customer-focused services	Y		A/I
Practical experience of using a range of IT software and programmes, e-resources and web applications	Y		A/I
Ability to successfully lead a diverse team of staff	Y		A/I
Ability to set clear standards for self and staff and measure performance against them	Y		A/I
Ability to communicate effectively with staff and customers, groups, and individuals, including the ability to analyse and present complex data in an appropriate way	Y		A/I
Ability to carry out multiple tasks and prioritise workloads to meet tight deadlines, especially in relation to operational service delivery	Y		A/I/T

Good negotiation skills to resolve issues and complaints between groups and individuals	Y		A/I
Ability to positively challenge convention and embrace change	Y		A/I
Recognised qualification in Library & Information Science, Management, or significant relevant experience		Y	A/C

A – Application form

I – Interview

T – Test

C – Certificate