



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Stock Services Supervisor	Grade: SO1
Section: Libraries	Directorate: Environment and Community Service
Responsible to following manager: Reading & Resources Manager	Responsible for following staff: Stock Services Assistant
Post Number/s: RWE1354	Last review date: October 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The post ensures the adequate and efficient supply of books and other library resources and materials from order to delivery, liaising with suppliers, librarians, **library management and library branch staff** as appropriate, answering enquiries and resolving problems efficiently and effectively.

Specific Duties and Responsibilities

1. To supervise the procurement of library stock and resources, ensuring the accuracy of orders, invoices and financial transactions, and authorising payments.
2. To supervise the receipt of deliveries to Stock Services and assist with the distribution and delivery of library stock to libraries.
3. To provide proactive line management to the Stock Services Assistant and occasional volunteers, including a visible presence to employees, promoting a good working environment with the primary aim of delivering a high-quality service
4. To assist as required with the management of library stock budgets, including ensuring that all necessary processes and procedures are carried out in a timely and effective way.
5. To administer the end of Financial Year processes in relation to the acquisition of library materials as directed.
6. To monitor and evaluate the performance of library suppliers, attending regular review meetings, reporting outcomes and implementing remedial action when necessary to ensure agreed objectives and targets are met.
7. To contribute as required to the commissioning, market testing and contract management of services.
8. To contribute towards the development of good working relations and collaborative arrangements with relevant third-party organisations including library consortia, private, voluntary and other public organisations, to forge effective partnership working.



9. To ensure that the library catalogue is accurate and up to date, taking responsibility for the addition of new item records and maintenance of existing item records.
10. To administer the reservations and inter-library loans service, ensuring the efficient supply of requested items to customers and delivering the service to meet agreed standards of service and performance targets.
11. To assist as required with the annual stock taking programme at specified libraries.
12. To assist with the implementation of evidence-based stock management processes to ensure that the Library Service continues to meet the changing reading and learning needs of local communities.
13. To produce a variety of service-related documents, standard correspondence and reports to a specified format.
14. To maintain both manual and electronic records, including confidential records, filing documents accurately, recording information and archiving files in a standard format.
15. To deal effectively with internal and external customers, including routine enquiries from library suppliers; to receive and respond to incoming communication (e.g. telephone calls, emails), resolving enquiries at first point of contact, wherever possible.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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.

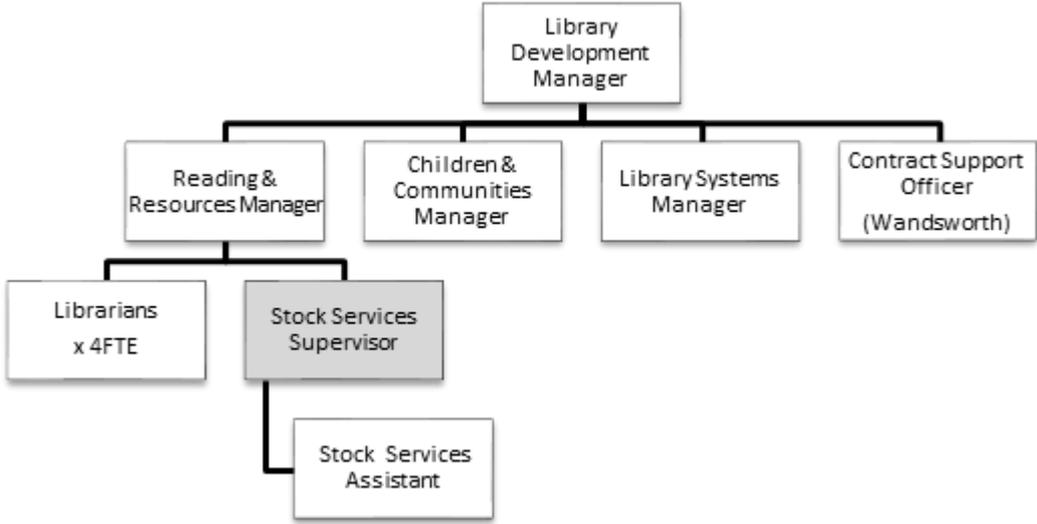


- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- The post-holder will be required to undergo a Disclosure & Barring Service (DBS) check.
- The post-holder must be willing to work in any library in the borough, on occasion, as required.
- The post-holder will be required to travel around and outside the boroughs to attend training courses or other work-related activities.
- The post holder will be required to open and close buildings and will be responsible for building contents and security.
- The post holder will be required to wear an ID lanyard when on public duty.
- The post holder is expected to maintain current awareness of professional issues relevant to the library service and use this to inform work on service development.
- 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 library suppliers, customers and visitors.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
An up-to-date knowledge of library stock selection and procurement processes	✓		A/I
An up-to-date knowledge of manual handling techniques and basic Health & Safety legislation within the workplace		✓	A/I
Awareness of the range of resources and services currently delivered by libraries and the importance of libraries within communities	✓		A/I
Experience	Essential	Desirable	Assessed

Proficient in using standard PC software (e.g., Microsoft Office), stock management systems, and electronic ordering.	✓		A/I
Ability to make accurate financial calculations and administer budgets using financial systems, ensuring services deliver excellent value for money.	✓		A/I
Experience of handling confidential or commercially sensitive information		✓	A/I
Experience of compiling and analysing performance data to deliver service improvements		✓	A/I
Skills	Essential	Desirable	Assessed
Proven track record of communicating effectively with staff, contractors and customers.	✓		A/I
Ability to work independently, retain information, and follow procedures.	✓		A/I
Ability to carry out the manual handling requirements of the post (e.g. to lift boxes, pack and unpack boxes, load and push trolleys, and to reach high or low shelves)	✓		A/I
Qualifications	Essential	Desirable	Assessed
Maths and English to a minimum of GCSE level four or equivalent	✓		A/C
Recognised LIS qualification and/or significant relevant experience	✓		A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate