

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Children & Communities Manager	Grade: P03
Section: Libraries	Directorate: Environment and Community Services
Responsible to following manager: Library Development Manager	Responsible for following staff: Librarians x 3 (RWE1351), (RWE1353), (RWE1361) Library Volunteer Coordinator (RWAMN02) Archivist (RWE1376)
Post Number/s: RWE3000	Last review date: July 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

- As Children's and Communities Manager, you will lead the design and delivery of impactful services that improve the lives of children, young people, and targeted group by ensuring programs are inclusive, efficient, and responsive to community needs.
- To act as a vital bridge between organisations and the communities they serve, you will foster strong relationships, drive engagement, and champion equitable access to a wide range of services and support. Through strategic leadership and a commitment to continuous improvement, you will create environments where everyone has the opportunity to thrive.

Specific Duties and Responsibilities

1. To ensure all libraries provide safe, high-quality and relevant services for children, young people and families, by working closely with parents, carers, schools and other local, regional and national partners and in collaboration with library colleagues across operational and strategy teams.
2. Effectively manage the Children's and Communities team, which includes three Librarians, Volunteer Coordinator, and Archivist. Ensure the consistent application of staffing policies, procedures, and codes of practice across the team.
3. Drive team success by aligning people, purpose, and performance. Provide clear guidance, consistent feedback, and access to meaningful development opportunities. Use strong interpersonal and adaptable management skills to build trust, promote collaboration, and ensure the effective delivery of high-quality children's and community services.
4. Act as the safeguarding lead for the library service, ensuring staff awareness of safeguarding procedures, promoting a safe environment for children and vulnerable users, and liaising with relevant agencies as needed.
5. Monitor service performance using data and evidence to track progress, identify trends, and inform planning, ensuring relevance and effectiveness in line with professional standards and best practice.
6. Oversee the budgeting for all Children's and Communities expenditure including stock, resources and a rolling programme of events, activities and promotional campaigns. Ensure compliance with council and public sector procurement



guidelines, promoting transparency, value for money, and efficient resource use.

7. Provide strategic leadership in the conception, coordination, implementation, and assessment of comprehensive, year-round creative reading programmes for children and young people. This includes oversight of prominent national initiatives such as Bookstart and the Summer Reading Challenge, and local initiatives such as Battle of the Books to encourage reading for pleasure.
8. Deliver strategic leadership in the design, coordination, execution, and evaluation of a comprehensive, year-round program of community events, activities, and cultural experiences within libraries that foster inclusivity and address the needs of all residents, with particular attention to vulnerable groups.
9. Advocate for the Library Service in engagements with external organisations and contractors, contributing to local, regional, national, and professional forums as required.
10. Assume strategic responsibility for developing and managing volunteer opportunities within libraries, whilst expanding the scope and reach of community outreach initiatives delivered in collaboration with library services.
11. Hold overall responsibility for the Home Library Service, working collaboratively with the Volunteer Coordinator, operational teams and external organisations to increase usage and provide an accessible service model.
12. Manage the borough's Archivist, ensuring the Local Studies Library & Archive collection is diverse, accessible, and inclusive to all. Oversee promotion of the collections through events, outreach, and initiatives including new project Voices of Richmond and the annual Heritage Festival Know Your Place.
13. To facilitate community consultation and engagement, ensuring library services meet the needs of local communities and identifying opportunities to develop and enhance services in accordance with local, regional, and national policies and priorities.
14. To work in collaboration with the Libraries Services Manager to create, deliver and evaluate appropriate training that ensures frontline library staff are confident and have the right skills to deliver and promote both existing and new services, especially in relation to children's library activities.

Generic Duties and Responsibilities



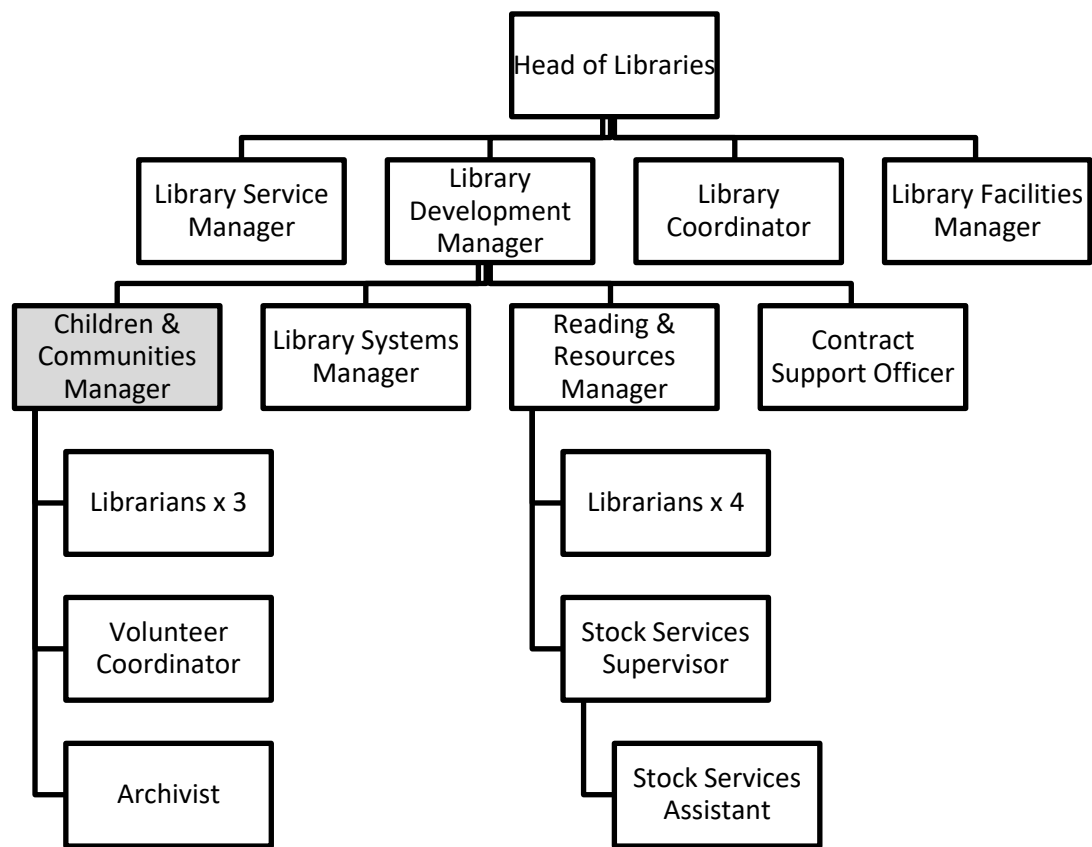
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls 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 must be suitable to work with children and vulnerable adults and will be required to undergo an enhanced Disclosure & Barring Service (DBS) check.
- The post-holder will be required to work flexibly to the exigencies of the organisation, including the occasional need to work evenings, Saturdays and Sundays to carry out the duties of the post.
- 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.
- The post-holder must be able to work in any library in the borough to cover staffing shortfalls as required.
- The post-holder will be required to wear an ID lanyard when on public duty.
- The post holder will be required to open and close buildings and be responsible for building and contents security.

- The post-holder will be required to fulfil the role of duty officer, on a rota with other members of the libraries management team.

Team structure



Person Specification

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Post Number/s: RWE3000	Last Review Date:

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 strategic developments and trends in the area of library services for children and young people	✓		A/I
Knowledge of budgeting principles, financial management, and public sector procurement guidelines to ensure efficient resource use and value for money.		✓	A/I
Current knowledge of library Management Systems, including relevant third party suppliers and		✓	A/I

proficiency in IT tool and applications including Microsoft365, SharePoint & Teams			
Able to demonstrate a clear understanding of the issues affecting the development and modernisation of public library services, including inclusion and digitalisation	✓		A/I/T
Awareness of cultural diversity and inclusivity principles to ensure services are accessible and relevant to all community members.	✓		A/I/T
Familiarity with strategies for community engagement and outreach to foster strong relationships and drive community involvement.	✓		A/I/T
Experience	Essential	Desirable	Assessed
Expertise in designing, coordinating, and evaluating programs and events, particularly those aimed at children, young people, and community groups.	✓		A/I
Experience in managing staff teams and volunteers, including setting and achieving service objectives and performance targets, with a focus on fostering a collaborative and high-performing work environment.	✓		A/I
Experience of working in partnership and developing links with outside agencies, professional bodies, commercial and/or voluntary organisations to support service development and delivery	✓		A/I
Proven experience in designing and delivering effective staff training programs to enhance team skills and performance.		✓	A/I
Proven experience in strategic leadership, driving continuous improvement, and fostering a culture of excellence and innovation	✓		A/I
Skills	Essential	Desirable	Assessed
Strong ability to communicate effectively with staff and customers, including analyzing and presenting complex data clearly and appropriately	✓		A/I
Proficiency in planning, executing, and managing projects to ensure timely and successful completion of initiatives.	✓		A/I
Ability to adapt to changing circumstances and priorities, demonstrating flexibility and resilience in a dynamic work environment	✓		A/I
Skilled in managing resources and monitoring budgets to ensure efficient procurement and delivery of services, ensuring good value for money.		✓	A/I

Strong ability to identify issues, analyze problems, and develop effective solutions to enhance service delivery and address community needs.	✓		A/I/T
Excellent interpersonal skills to build and maintain positive relationships with staff, volunteers, community members, and external partners.	✓		A/I
Qualifications	Essential	Desirable	Assessed
Recognised qualification in Library & Information Science or significant relevant experience	✓		

A – Application form / CV

I – Interview

T – Test

C - Certificate