

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

Job Accountabilities

Job Title: Library & Resident Contact Supervisor	Job number: CP0168
Service Area : Library and Resident Services	Team: Library and Resident Contact

JOB PURPOSE

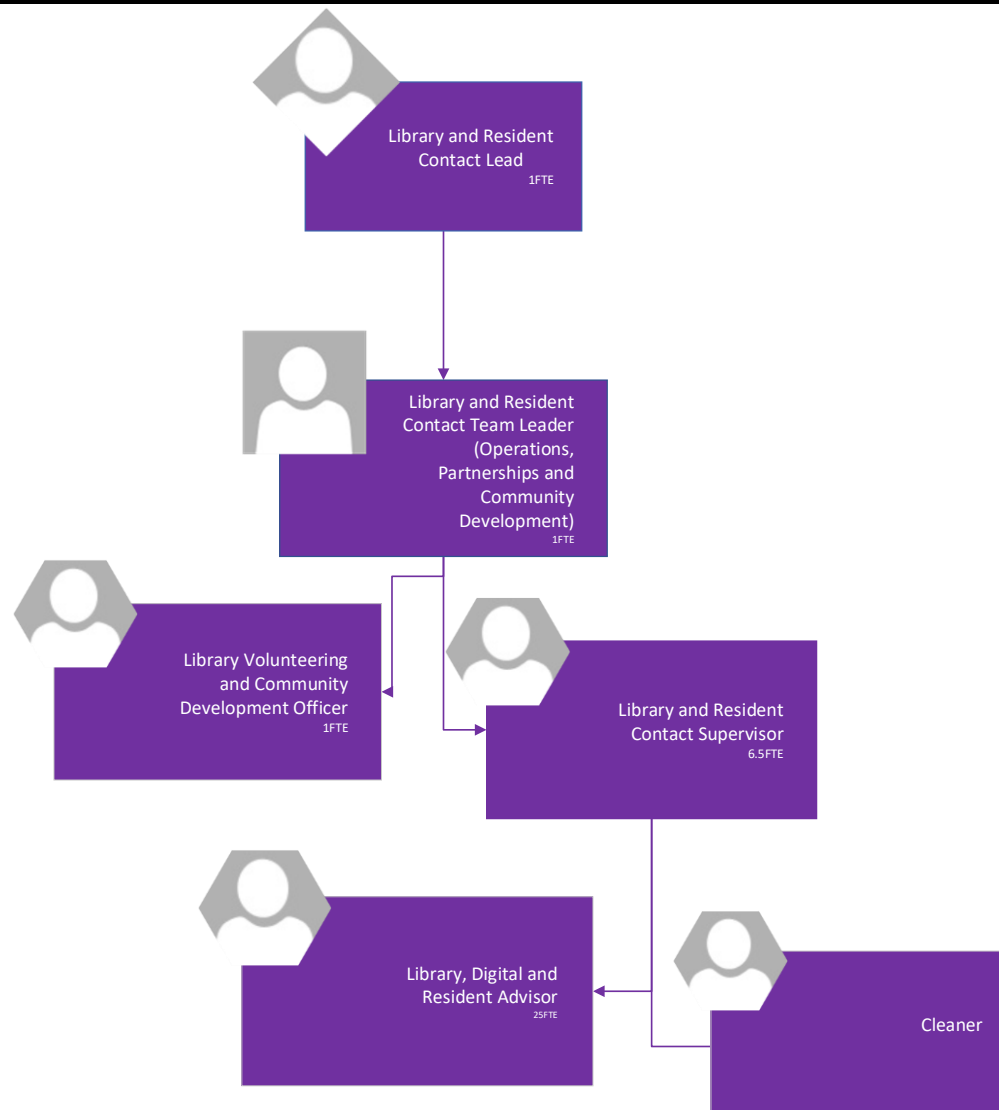
The post of Library and Resident Contact Supervisor is responsible for the day to day management, coordination, delivery and operational activities of the RBWM Library and Resident Contact Service.

The post holder will understand Library and Resident Contact operational issues and have in-depth council and library service knowledge so that timely interventions are delivered to support the Royal Borough in achieving performance targets and high customer satisfaction.

Strong positive relationships are essential with wider Council Services, Community Organisations and Partners.

The post holder will be responsible for the day to day line management of approximately 10fte front line delivery staff delivering all elements of the library and resident contact service.

POSITION WITHIN SERVICE STRUCTURE



V1 30112020

JOB ACCOUNTABILITIES

Service delivery accountabilities

- Manage the activity and performance of Library staff within a framework of agreed targets and standards, ensuring that staff deliver an excellent customer service experience that consistently exceeds the expectation of the customer.
- Provide an in-depth enquiry service, ensuring that library and council queries are answered effectively, and that that first time resolution and customer satisfaction is high. Manage the delivery of the full range of Council Customer Services at every library location during all library opening hours. Implement an effective sign-posting service and ensure customers are assisted with appropriate reading advice.
- Facilitate and coordinate the range of activities and support services delivered by volunteers, charities and other organisations from library buildings. Ensure local libraries operate as a gateway to physical and digital information and are used by a range of partners to bring people together, giving them access to a greater breadth and depth of services and support.
- Encourage channel shift and digital self-service.
- Arrange digital support to tackle digital exclusion, identifying residents who may benefit from the Digital Device Loan Initiative.
- Deal with confrontational situations and support staff to ensure maximum customer satisfaction within the confines of the relevant circumstances.

- Manage resource scheduling and workload planning to ensure optimum capability during all opening hours and at all sites. Single staff where and when required and be available to work in any library or site in the Borough. Provide frontline cover for staff to ensure any absences, planned or unplanned, do not impact service delivery.
- Take responsibility for the safe and effective operation of the site, ensuring library locations are maintained and presented in a way that encourages continued and increased use by customers, in line with standard RBWM procedures. Be the Deputy RPBS (Responsible Person for Building Health and Safety) with responsibility for one or more sites. Ensure housekeeping, health and safety and maintenance regimes are effectively implemented
- Assist with recruitment and selection of staff, carry out staff induction and manage staff probation and absence processes.
- Deliver training and manage training schedules to enable all staff to meet the required expectations of their roles and achievement of the highest possible customer service delivery standards. Contribute to development of appropriate training materials and procedures and maintain accurate logs on individual training. Support the ABCD programme by ensuring staff undertake and apply MECC (Making Every Contact Count) training to encourage people to come up with and implement their own solutions and changes in behaviour to effect a positive impact on their health and wellbeing thereby encouraging communities to develop and implement their own mitigations against isolation, disadvantage and digital exclusion
- Participate in the Council's emergency planning responses to emergency situations when required to do so.
- Ensure volunteers are appropriately supported to add value to and extend services
- Manage library stock at a local level ensuring weeding takes place regularly and that colleagues responsible for stock selection are provided with appropriate information to meet demand. Ensure an excellent browsing and request service is delivered. Promote and deliver a truly blended offer incorporating the wide range of physical and digital items for loan and reference, including specialist services such as Local History. Ensure staff are able to help residents navigate access to digital and physical information sources and books to enrich lives, reduce dependency and encourage good decision-making.
- Promote income generation by promoting the hire of library spaces and identifying other income-generation options.
- Develop strong relationships with partners who provide financial support in line with approved Service Level Agreements (SLAs)
- Ensure library spaces remain trusted safe spaces
- Contribute to the reduction of social isolation and loneliness by delivering appropriate Select and Deliver and Home Library Services.
- Work with the Library Advocacy and Advancement Officers to promote individual libraries, library services and the overall library offer
- Contribute to library and resident contact service project work as required.

Standard accountabilities/responsibilities that apply to all council staff or specific groups are set out in the Employee Handbook, these include:

- Corporate management
- Information governance compliance
- Whistleblowing
- General Safeguarding Statement
- Project and work management
- Working in a team
- Risk management including Health & Safety
- Business continuity
- Equality of Opportunity
- Our corporate values
- Budget management
- Specific responsibilities for managers.

The hand book can be viewed [here](#).

Local operating procedures and specific activities/tasks will be supplied by the service.

Person specification

Key Criteria	Essential	Desirable	How assessed
<p>Qualifications and training</p>	<p>Educated to 2 A level standard or equivalent. Level/NVQ3 or with equivalent knowledge and experience gained through work related training.</p> <p>Recent supervisory skills training.</p>	<p>Qualified in librarianship & information management or other relevant qualification</p> <p>ICT qualification</p> <p>Educated to degree level or equivalent</p> <p>Demonstrable commitment to personal professional development.</p> <p>2 years' experience of leading and managing a mixed team of Advisors</p>	<p>Application form & interview</p>
<p>Job Competence summary (knowledge, skills, abilities, experience)</p>	<p>Experience in effective performance monitoring, coaching and developing skills across the team</p> <p>Excellent use of ICT for delivery of modern working practices, using all MS Office packages to a confident and competent standard</p> <p>Able to collate and analyse data quickly and accurately</p> <p>Ability to draft reports on service issues for senior officers.</p> <p>Experience in leading, motivating and effectively managing staff and prioritising workloads</p> <p>Experience of designing and delivering training to others</p> <p>Good level of influencing and</p>	<p>Worked in a supervisory role, preferably in public libraries, museums, an arts or retail venue or other customer services environment.</p> <p>Ability to assimilate and apply knowledge of RBWM policy and procedures.</p> <p>Ability to assimilate and apply knowledge of RBWM CRM and IP telephony.</p> <p>Ability to form partnerships to enhance service delivery</p> <p>Understanding of significance of and experience in forming and working in partnerships to enhance service delivery.</p> <p>Ability to monitor and manage budgets</p> <p>Experience of use of social media to promote services or respond to customers</p>	<p>Application and Interview</p>

	<p>persuasion skills effective across a range of levels of contact</p> <p>Experience of staff management and team influencing skills</p> <p>Strong focus on working with and for people</p> <p>Experienced in direct customer service.</p> <p>Ability to deal with challenging customers and conflicting situations remaining calm under pressure.</p> <p>Understanding of legislation and relevant issues relating to H&S</p> <p>Understanding of legislation and relevant issues relating to all services delivered</p> <p>Commitment to providing excellent Customer Service</p> <p>Substantial experience of working flexibly, with minimal supervision in a highly pressurised environment</p> <p>Problem solving skills including the ability to react to problems quickly</p> <p>Ability to establish strong relationships and work effectively with people at all levels</p>	<p>Experience of use of electronic resources to satisfy enquiries.</p> <p>Love of books and reading and ability to understand the value of a public library</p>	
<p>Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)</p>	<p>Physically demanding work</p> <p>Regular weekend or evening working as required</p> <p>Able to undertake appropriate manual</p>	<p>Access to own transport</p> <p>Ability to drive a Council vehicle</p> <p>Clean driving licence</p>	<p>Application Form & Interview</p>

	<p>handling</p> <p>Take part in the out of hours management team cover</p> <p>Must be able to work from any Borough site as required</p> <p>Enhanced DBS</p>		
Politically restricted post No			
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies.	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.