

# Hertfordshire County Council Job Outline



<b>JOB TITLE:</b>	Library Manager (Tier 1)
<b>GRADE:</b>	H7 (Small Tier 1) or H8 (Large Tier 1)
<b>REPORTS TO:</b>	Operations Librarian
<b>TEAM:</b>	Area Library Team
<b>DEPARTMENT:</b>	Libraries and Heritage Services (LHS)

## **Purpose of the Job**

Proactively seek and create opportunities to promote the library service within the community by developing and maintaining links with local partnerships, networks 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.

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 networks, organisations and groups to ensure the needs of a diverse community are met
- Develop a programme of activities to encourage the community to engage with the library as a community hub and to achieve library targets
- Develop and manage partnership agreements with local organisations which support and contribute to LHS priorities and the Area Team Plan

### **2. Managing and leading a team**

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

- Lead by example and communicate positively to frontline staff library policies, procedures and initiatives
- Ensure any individual and team performance issues are addressed in a constructive manner, overseeing and advising the Customer Services Supervisor and the Assistant Customer Services Supervisor as required
- Ensure the Performance Management Development Scheme is delivered across the library team and provide effective appraisals to all direct reports
- Foster 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 as required
- Ensure high standards of customer care are maintained across the library at all times
- Motivate and train staff to promote library services to the public.
- Manage the complaints process for the library, ensuring response targets are met

### **4. Area Responsibilities**

- Deliver countywide service development projects as directed and contribute to Area wide initiatives
- Act as Duty Manager for the Area with recourse to more senior managers as required

### **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 lead and motivate staff on a day to day basis. You will also ensure the PMDS and appraisal process is delivered across the library team, conducting effective PMDS and appraisal meetings for the Customer Service Supervisor and other staff as required.

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 1)

	Essential criteria	Desirable criteria
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of or an interest in working with the public</li></ul>	<ul style="list-style-type: none"><li>• Experience of or an interest in working in a library</li></ul>
<b>Skills: Team leadership</b>	<ul style="list-style-type: none"><li>• Good team worker, with experience of leading and managing a team of staff</li><li>• Able to delegate effectively</li><li>• Proactive in managing team performance</li><li>• Able to motivate staff to achieve service standards and targets</li></ul>	<ul style="list-style-type: none"><li>• Experience of applying HR policies and procedures accurately</li><li>• Experience of recruiting and working with volunteers</li><li>• Understands the need for volunteers to feel valued as part of the wider library team</li></ul>
<b>Skills: Customer Care</b>	<ul style="list-style-type: none"><li>• Able to manage the delivery of a customer focussed service to a high standard</li><li>• Able to deal constructively with difficult and challenging behaviour to achieve satisfactory outcomes</li></ul>	
<b>Skills: Communication</b>	<ul style="list-style-type: none"><li>• Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English</li><li>• Able to manage difficult conversations and resolve complaints constructively to achieve satisfactory outcomes</li><li>• Able to negotiate and influence effectively</li></ul>	

	<b>Essential criteria</b>	<b>Desirable criteria</b>
<b>Skills: Marketing and promotion</b>	<ul style="list-style-type: none"> <li>• Able to act as advocate for the library service within the community</li> <li>• Able to promote the service effectively to colleagues, partners and local organisations</li> <li>• Able to actively encourage staff to act as advocates for the library service</li> </ul>	
<b>Skills: IT</b>	<ul style="list-style-type: none"> <li>• Confident and competent using Microsoft Office</li> <li>• Knowledge of the Internet and other computer based library information resources</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of HLS library app/e-services</li> <li>• Able to use a tablet</li> </ul>
<b>Skills: Organisational skills</b>	<ul style="list-style-type: none"> <li>• Organised and methodical</li> <li>• Able to implement and deliver new projects and services which achieve set objectives within required timescales</li> <li>• Able to use initiative and problem solving skills to manage conflicting priorities</li> </ul>	<ul style="list-style-type: none"> <li>• Able to take mitigating action to ensure library targets are achieved</li> </ul>
<b>Skills: Resource management</b>	<ul style="list-style-type: none"> <li>• Able to manage and deliver services within a set budget</li> <li>• Able to deploy resources to ensure they underpin the successful delivery and implementation of LHS Inspiring Libraries Strategy</li> <li>• Able to develop services in collaboration with partners in response to individual and community need</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of business procedures and policies eg procurement, business continuity</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understands the objectives of HCC and LHS</li> <li>• Understands health &amp; safety legislation and can apply policies and procedures correctly</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Universal Library offers and other national developments</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to work within Values and Behaviours</li> <li>• Willing to take responsibility for own self-development and the development of staff and volunteers</li> <li>• Able to remain calm when working under pressure</li> <li>• Flexible and positive approach to the workplace</li> <li>• Able to advise and support senior managers on the delivery and development of services</li> </ul>	