

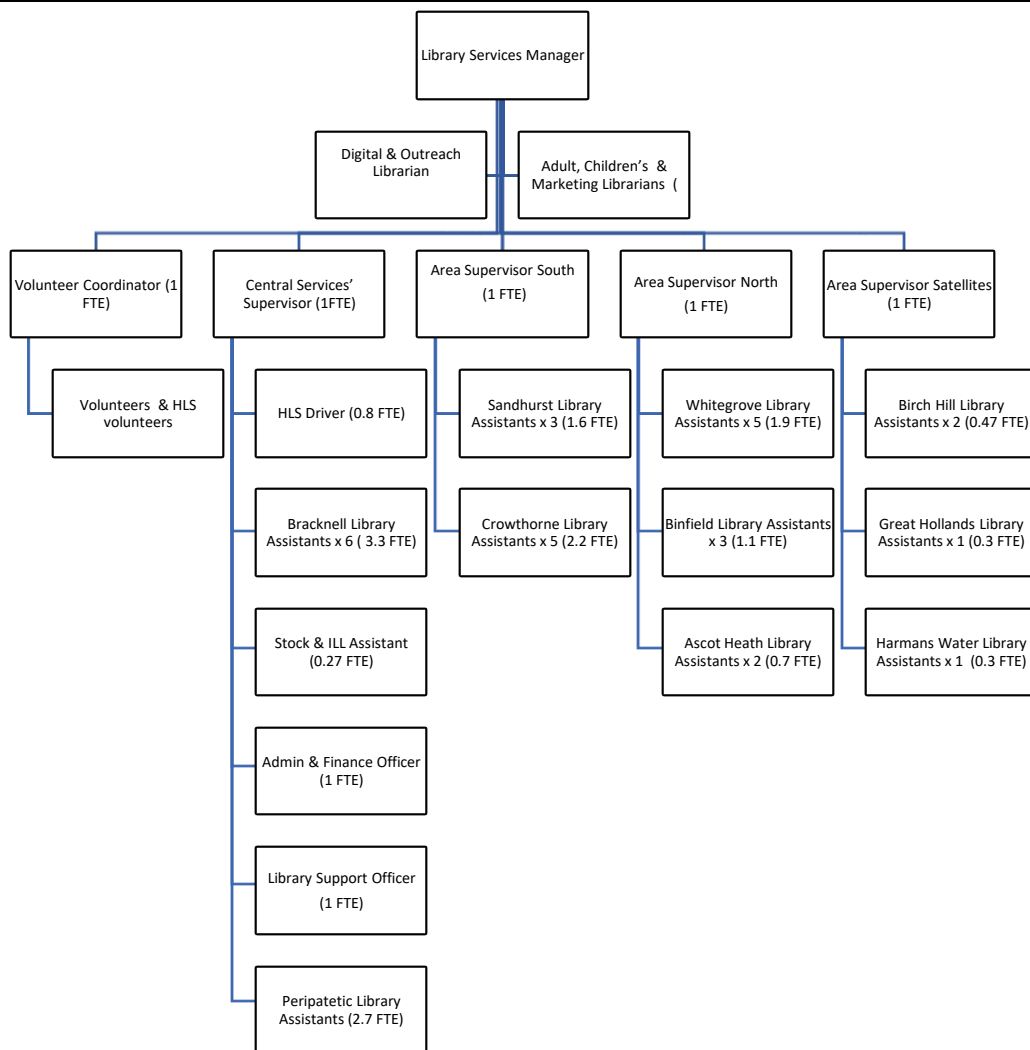
JOB DESCRIPTION

Job Title:	Area Supervisor, Central Group		
Directorate:	Delivery	Salary:	£32,020 - £36,298 FTE + LWA £663 £16,010 - £18,149 pro rata + LWA £331.50 Enhanced pay for Saturday working (1 in 3) Paid at time and a half
Section:	Libraries	Grade:	BG-G SCP 25-30
Location:	Birch Hill, Great Hollands & Harmans Water Libraries	Work Style:	Fixed

Key Objectives of the role

- To ensure that high quality frontline services are maintained at all times in Birch Hill, Great Hollands and Harmans Water Libraries, and to support other Borough Libraries as required.
- To be responsible for all aspects of the day-to-day running of the Central Group of Libraries, including financial routines, dealing with building issues, acting as a keyholder and Health and Safety compliance.
- To ensure that a varied programme of events takes place in line with the Library and Information Service's strategic vision, and the Council's wider objectives.

Designation of post and position within departmental structure



Daily and monthly responsibilities

- Line management of the frontline staff, including recruitment, selection, appraisal and performance management.
- To be responsible for staff training and development in all aspects of customer service, IT and stock related skills, as applicable and to monitor staff training needs and attainments and to ensure that staff have the appropriate skills to meet service objectives.
- To be responsible for the recruitment, training and performance management of volunteers allocated to the Central group.
- Ensuring that the libraries are open to the public at the published times.
- To manage the performance of the 3 Libraries, in terms of issues, visits and new memberships, and to seek ways of continuous improvement, including promotion and marketing of the service.
- To ensure that a varied programme of events takes place, in line with the Library and Information Service's strategic vision to broaden and deepen the range of arts and cultural activities on offer and also the Council's wider objectives to support Adults' and Children's agendas.
- To respond to customer enquiries and comments, referring them to specialist staff when necessary.

- To be competent in the use of Library IT systems and equipment, problem solving and troubleshooting as necessary.
- To promote the use of self-service technology to customers and to encourage the public to make use of Library facilities outside of staffed hours through technology-enabled opening.
- To be responsible for financial routines including banking, petty cash and sales income and assisting with income generation.
- To be responsible for the security of the premises, acting as key holder in an emergency.
- To be responsible for the efficiency of the requests service, including inter library loans.
- To be responsible for the collection of branch statistics, including the number of volunteers and volunteer hours.
- To monitor the quality of the stock received through the suppliers' selection specifications and providing appropriate feedback to the Library Services Manager.
- To be responsible for the appearance of the library and to ensure that necessary maintenance work is initiated and carried out satisfactorily.
- To ensure effective communication with all staff.
- To monitor the standard of contracted out services.
- To be responsible for Health and Safety procedures, including regular testing of emergency lights and fire alarms, risk assessments and to ensure that correct health and safety documentation and records are kept, and files are maintained to comply with legislation
- To ensure that the instructions of senior staff are followed effectively.
- To be prepared to lone work, as required.
- Such other duties as may be required from time to time as necessary, compatible with the nature of the post.

Scope of role

Budget: Responsible for Library income, banking float, petty cash.
Budgets monitored on a day-to-day basis

Resource Control: Supervision of staff and volunteers; the library buildings; equipment including stock and ICT equipment (photocopier, printers, PCs, self-service kiosks and Open+ technology)

Impact: Demonstrating the relevance of the Library and Information Service to the local community.
Excellent customer care.
Provision of an efficient and effective service to customers.
Liaison with local community groups.
Supervision of library staff.
Increasing issues and visits.
Developing sound working relationships with partner organisations and colleagues across the Council.
Contact with elected members.
Quality and range of stock to meet customer needs.
Compliance with all Health and safety legislation.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete

statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<ul style="list-style-type: none"> English and mathematics to GCSE or equivalent (Grades A to C). ECDL, CLAIT, NVQs in ICT or similar. Information retrieval skills. 	<ul style="list-style-type: none"> A qualification in librarianship, such as NVQ, PG Dip, MA Confident in the use of the Internet and Library Management systems.
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> Excellent verbal and written communication skills. Experience of staff management preferably in a frontline customer services' role Working knowledge of automated library systems, and particularly self-service technology. Ability to motivate staff and a commitment to fulfilling corporate objectives. Ability to prioritise tasks effectively and to work under pressure without close supervision. Knowledge of all relevant Health and Safety legislation and best practice, including fire, legionella and asbestos. Highly motivated and takes accountability and ownership. Ability to adapt to change. Shows integrity and delivers on commitments. Challenges themselves and others to improve their performance. Takes prompt action to tackle poor performance. Shows determination to achieve results. Shows resilience and persistence to overcome obstacles. Understanding of and commitment to the requirements of safeguarding children, young people and vulnerable adults. 	<ul style="list-style-type: none"> Previous library experience. Previous supervisory experience in a customer-facing environment. Experience of training and staff development. Recruitment and selection of new staff. Experience of working with and / or managing volunteers. Financial procedures for banking. An interest in reading. Knowledge of recent Equal Opportunities' legislation and a commitment to the principles of inclusion. Experience of marketing and promotion.

Work-related Personal Requirements	<ul style="list-style-type: none"> • Ability to lead teams across multiple sites and foster excellent working relations with staff at all levels within the Library Service, within the Council, and with external organisations. • Willing to work alone when necessary to maintain operational requirements. • Ability to work flexibly i.e. to swap shifts or work at other Libraries at short notice when necessary to provide cover. • Good general health and fitness. 	<ul style="list-style-type: none"> • Confident to stand in front of a group of people to lead an event or activity.
Other Work Requirements	<ul style="list-style-type: none"> • A satisfactory Disclosure and Barring Service check. • The ability to converse easily with members of the public and to respond to questions in spoken English. 	
Role models and demonstrates the Council's values and behaviours	<ul style="list-style-type: none"> • Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities. • We make our values real by demonstrating them in how we behave every day. 	

All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

