

# Appendix 5 (b)

## Job Profile

### Library Manager (Nominated library group)

(updated 20/06/2023)

JE ID: Pos\_15362

Grade:

7

Date created: 08/03/2022

#### About the Job:

**To manage the operational delivery of day-to-day library services within a group of libraries, ensuring customers gain maximum benefit from their use of the library and its facilities, maintaining a strong customer focus and continuity of services. To be an advocate for the library service within their community. Provide leadership to your teams in the delivery of library services so that the library's vision and ambitions for customers are met at the libraries within the group.**

#### This is what we need you to do...

- Lead by example creating a strong and effective customer service focus for your team. Take personal responsibility for ensuring that you and your team meet the council's stated standards of behaviour and performance and maintain a high-performance culture, taking actions to identify and address underperformance.
- Deliver the library service's customer and service presentation standards and ensure these standards are met within your group of libraries so that the team is maximising performance through promotion of stock & services and customer interaction.
- Maintain effective relationships with colleagues, partners, and volunteers in order to develop and deliver creative solutions in the deployment of staff and day to day operational delivery of services within your group of libraries, to ensure best use of resources and staff.
- Take responsibility for identifying training and development needs which enable your team to acquire and maintain the full range of skills they need to deliver library and partner services effectively.
- Take personal responsibility for understanding customer and community needs giving attention to the requirements of the most vulnerable. With the wider team take necessary action to ensure these needs are met in the delivery of library services within your group of libraries.
- Contribute to and implement the Library Strategy, business plans and service priorities within your group of libraries. Work with the Wider Leadership Team and Librarians to ensure that the prioritised outcomes and income targets are achieved.
- Be accountable for ensuring that you and all team members follow council regulations for financial transactions and procedures and for managing information and data protection.
- Take responsibility for responding to customer comments and complaints, ensuring action is taken to improve customer satisfaction and escalating those that can't be dealt with to your Service Manager.
- Actively engage with the service's ways of working digitally, ensuring that your teams have sufficient knowledge to engage and promote the library's digital services. Actively encourage

- Take personal responsibility for ensuring you and your team assist with the delivery of the service's prioritised programme of outreach to customers within your group of libraries, including accurate recording and reporting of statistical data.
- Be responsible for ensuring that the requirements for the management, security and health and safety of library premises within your group are met according to council standards, liaising with contractors and internal services as required.

your teams to provide innovative ideas for improving services and ways of working and action these accordingly

### **Special Conditions**

- Driving licence or ability to arrange transport around the County as required by the job
- Weekend and evening working
- To be available to work at any library within the boundaries of the County Council, to sustain business continuity when reasonably requested to do so.

## **Monitoring and ongoing development of outcomes**

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## **The ideal candidate will have...**

### **Experience**

- Proven experience of working in a customer service environment
- Proven experience of staff supervision
- Proven experience of cash handling and banking.
- Proven use of Microsoft Office packages and Internet/Email
- Proven experience of working with people of all ages

### **Knowledge, Skills and Understanding**

- Communication skills : able to use range of appropriate methods effectively
- Ability to develop productive working relationships with people at all levels
- Good knowledge of how to understand local needs and priorities
- Good knowledge of the range of library services
- Training and staff development skills
- The ability to manage multiple priorities and tasks
- IT and digital skills: demonstrates confidence using digital technology
- Can support and communicate key IT skills and approaches effectively so that digital tools and services can be used and promoted appropriately.

### **Behavioural attributes**

- Demonstrates Gloucestershire Employee Values and Behaviours
- Be self-aware and open to new learning ideas.
- Self starter, resilient and resourceful able to respond to areas of learning, problem solving and opportunities in appropriate ways, within the framework of GCC policy & procedure.
- Ability to build effective and credible relationships with colleagues, partners, community leaders and other stakeholders
- Customer focussed
- Committed to continuous improvement
- Ability to effectively respond to changes which can be unpredictable and unplanned requiring constant shifts in priority.
- Emotionally resilient
- Puts equality and diversity awareness into practice
- Willingness to embrace current and future development in Library Technology and services and champion change

### **Education & Qualifications Essential**

- Good general level of education with a minimum of 5 GCSEs or equivalent (or predicted grades