

Job Profile

Head of Library and Registration Services Grade:RB5 (JE ID: HAY 239) Date created: June 2024

About the Job: As a member of the Councils leadership team, to lead on the design, future development and delivery of the full range of libraries, registration and customer services so that the council's vision and outcomes are achieved and all statutory responsibilities are delivered. To ensure business excellence and value for money in all aspects of library and registration services. To implement new models and approaches for service delivery and development including new technologies, within resources available. To hold the Proper Officer role for Registration and be responsible for the statutory obligations required.

This is what we need you to do...

- Provide inspirational and credible leadership and proactively remove barriers to effective working across organisations.
- Provide clear vision, direction and innovation to the council's customer services and lead on the implementation of relevant library and registration strategies and initiatives to ensure that the overall outcomes are achieved;
- Ensure that the council's statutory duties in relation to library and registration services continue to be met in any redesign of the services and be accountable for any aspects requiring improvement;
- Challenge the status quo and be alert to alternative national and regional models and initiatives for service delivery and consider how they might be applied within Gloucestershire; Maintain knowledge and understanding of new legislation and emerging good practice for both services;

Champion and develop new ways of delivering services using new technologies.
- Communicate and influence acting as a model of excellence for effective communication developing and maintaining a strong customer focus culture.

- Manage resources effectively ensuring quality and value for money. Actively seek and explore income generating opportunities and cost effective ways of delivering an effective service and achieve results by identifying the key areas of development required to achieve corporate results.
- Foster a strong sense of purpose for all staff in the services, with a strong and effective customer focus and realise potential by ensuring that systems and policies are in place to create a culture of learning and sharing of knowledge across the services and partners.
- Work in partnership and build relationships with council colleagues, communities, partners and volunteers and where relevant, current or potential co-located or shared council or partner services;
- Take responsibility for ensuring that staff working in library and registration services meet the council's stated management standards of behaviour and performance, maintaining a high performance culture, demonstrating effective performance management and ensuring that everyone has clear performance standards.

Special Conditions

The post involves travel throughout the County

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

- Extensive experience of working in a library/registration environment
- Experience of delivering library or other statutory service improvements and quality provision
- Experience of working within a political environment
- Successful experience of managing and leading service area through significant change
- Experience of effectively leading and managing people
- A proven track record of building and maintaining productive relationships including with council colleagues, communities, partners and volunteers, and stakeholders
- Experience of budget management and planning delivery of services within resources available
- Experience of exploiting opportunities for income generation
- Experience of working at a national level to influence or lobby for change in local services

Knowledge, Skills and Understanding

- Knowledge of current legislation and good practice □ Excellent interpersonal skills.
- Good project management skills.
- Ability to analyse a range of data and use it as a tool for identifying areas for improvement.
- Ability to analyse complex issues and create innovative solutions.
- Sound financial management

Behavioural attributes

- Demonstrates Gloucestershire Leader Behaviours.
- Ability to build effective and credible relationships with colleagues, partners, community leaders and other stakeholders
- Customer focussed □ Committed to continuous improvement □ Ability to manage change effectively.
- Emotionally resilient
- Politically aware

Education & Qualifications

Essential

- Educated to degree level or equivalent.
- Evidence of continuous professional development.

Desirable

- Management qualification
- Qualified Librarian/Member of CILIP