

Job Description

Job title	Library Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 5
Reports to	Library and Community Hub Operations Manager

Main purpose of the job:

To manage the day to day operations of and health and safety compliance for Community Hubs and Libraries within Medway and the staff teams within them, to deliver a high quality, socially inclusive library and information service within directorate policy and guidelines.

To make Community Hubs and Libraries an integral part of community provision, working with community, arts and voluntary groups and other Medway Council departments to expand service offerings. To actively promote available services within libraries, archives and the wider council to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Lead staff teams in Libraries and Community Hubs and project teams cutting across the service and wider council ensuring that staff have the knowledge and skills needed to perform their roles effectively in order to provide an effective and efficient Library Service that meets the needs of customers.

Manage all aspects of staff and building Health & Safety within specified libraries ensuring compliance with all relevant Health & Safety legislation, to ensure a safe working environment for staff and customers. This may include supervising capital and maintenance works contracts within specified libraries.

Plan, organise and develop appropriate library activities, events and initiatives in conjunction with working productively with council and local partners which support the aims and objectives of both Medway Libraries and Medway Council in order to ensure the provision of a comprehensive, customer focused library service for all users.

Manage specified library budgets and maintain accurate financial records with support from the Library and Community Hub Operations Manager in order to ensure that service resources deliver best value and all accounting processes are carried out accurately.

Allocate staff resources to deliver frontline Library and Community Hub services as efficiently and effectively as possible in order to ensure customers can fully access Library and Community Hub services with support from staff.

Deliver customer enquiry services and provide information and assistance to customers by all available means in order to promote service engagement, reader development and high levels of customer service. This may include investigating and responding to customer complaints as required.

Assist with recruiting new staff and subsequent training and development of new and existing staff to ensure that staff have the knowledge and skills to provide an excellent customer service experience.

Deputise for the Library and Community Hub Operations Manager as required in order to ensure the continued effective operation of the library service.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Library and Community Hub Operations Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at Chatham Community Hub, Dock Road, Chatham, Kent, ME4 4TX although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education with a minimum of 5 GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9

Level B (in addition)

- Continued CPD to support service delivery and expansion
- NEBOSH General certificate in Occupational Health and Safety or equivalent training

Level C (in addition)

Knowledge

Level A

- Knowledge of the range of council services available through Community Hubs and libraries
- Knowledge of current developments and best practice in public libraries
- Understanding of the role of public libraries in the community
- Understanding of budgets and an awareness of the importance of keeping within allocated budgets.
- In-depth knowledge of council resources/services offered within libraries and community hubs
- Knowledge of supplementary library services including e-resources, outreach functions and partner services
- Knowledge of the principles of good customer service

Level B (in addition)

- Knowledge of wider council services that complement and link to library/community hub service provision
- Knowledge of building management and health and safety principles sufficient to undertake routine assessments of building safety
- Knowledge of community demographics and cultural/wellbeing services for areas of Medway relevant to managed libraries/community hubs

Level C (in addition)

- Advanced knowledge of workplace health and safety e.g. asbestos awareness
- Knowledge of community demographics and cultural/wellbeing services for Medway informing customer need for library and related services

Experience

Level A

- Experience managing teams within a customer facing environment.
- Experience of managing a team including recruiting, on-the-job training, development and appraisal.
- Experience in maintaining accurate financial records within a customer service setting
- Experience of being accountable, with supervision, for large budgets including setting, monitoring and ensuring effective spend of budgets.
- Experience in using a CRM system for customer service

Level B (in addition)

- Experience of supervising teams of staff working across multiple sites and remotely.
- Extensive experience of managing teams in a face-to-face customer service environment across multiple sites
- Experience in supervising capital and maintenance works contracts within specified libraries
- Experience in leading project teams across several libraries and/or community hubs

Level C (in addition)

- Experience of leading the development of initiatives to improve library customer experience
 - Experienced in building strategic local partnerships to expand library service/cultural/wellbeing offering
 - Experience in undertaking long term (18 month plus) planning for library service development within managed community hubs/libraries
 - Experience in taking an active role in cross-service and cross-authority projects to provide benefits and essential services for customers.
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Skills

Level A

- Good problem solving and decision-making skills.
- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Able to analyse and interpret complex information and situations and develop solutions and plans.
- Adopts an imaginative and innovative approach.
- Able to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences.
- Able to deal with high levels of work-related pressure, such as competing deadlines, interruptions or conflicting demands
- Able to supervise, co-ordinate or train other employees and provide effective team leadership.
- Capable of performing tasks that directly enhance the health, safety, or well-being of individuals or groups.

Level B (in addition)

- Able to motivate and engage teams across multiple sites and work streams
- Able to carry out workplace risk assessments
- Able to build effective working relationships with internal and external partners

Level C (in addition)

- Able to deputise for the Operations Manager in their absence
- Able to deal with sensitive and complex HR issues satisfactorily
- Able to investigate, respond to and put in place resolutions in response to customer complaints
- Able to undertake long term (18 month plus) planning for engagement and activity plans within libraries
- Able to lead project teams incorporating officers from across the service and other areas
- Highly developed personal skills including mediation, coaching, mentoring, negotiation, motivation and team leading