**CITY OF METROPOLITAN DISTRICT COUNCIL**

**JOB PROFILE**

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| **DEPARTMENT: PLACE**  | **SERVICE GROUP: Sport and Culture**  |
| **POST TITLE: Libraries Manager**   | **REPORTS TO: Head of Libraries**   |
| **GRADE: PO3**  | **SAP POSITION NUMBER : 11004828**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| To oversee and ensure the effective and efficient delivery of customer-focused and inclusive library services across Bradford District through Council run, community managed and hybrid libraries, and through the Home Library Service and outreach work, in conjunction with the other Library Operations Manager. To oversee and ensure the effective management and development of operational staff and volunteers across the service, resulting in a service that meets high standards of quality and customer satisfaction. Oversee and ensure regular and appropriate communication, advice and training to staff and those responsible for running community managed libraries, ensuring that they are well supported and able to deliver the best service possible. To create and implement area and individual library development plans, and represent the Library Service on Area Leadership Teams, ensuring the Libraries Service contributes and delivers as part of Local Area Plans.   |
| **Main Responsibilities of Post:**  |
| 1. To oversee and ensure the effective and efficient delivery of customer-focused and inclusive library services across Bradford District through Council run, community managed and hybrid libraries, through the Home Library Service and outreach work, in conjunction with the other Library Operations Manager post holder, covering for each other as necessary.
2. To line manage Area Managers and the Access & Inclusion Officer (as appropriate) ensuring the effective management, coaching and development of operational staff and volunteers across the service, resulting in a service that meets consistently high standards of quality and customer satisfaction. Deal with grievances and disciplinary issues as required.
3. To develop and maintain excellent positive working relationships with organisations, groups, local councillors and individuals running community managed libraries, overseeing regular communication, advice and training as required, ensuring that they are well supported and able to deliver the service to the best of their ability. Work with them to develop, negotiate, agree, monitor and review Service Level Agreements.
4. To develop and maintain a culture of continuous improvement in library services and the customer experience, using customer feedback and other data and management tools to monitor and improve performance. Work with Area Managers and Volunteer Co-ordinators to establish library development plans for each area / library.
5. To ensure effective communications between all elements of the service in order to ensure positive working relationships and a ‘one team’ ethos. Deal with customer, partner and councillor comments and complaints as required.
6. To develop collaborative working relationships with other Council staff (especially Neighbourhoods and Communities officers) and external partners working across localities, in order to ensure the delivery of a wide range of services in libraries that meet Council and local priorities and a tailored offer in each library. Represent the Library Service on Area Leadership Teams, contributing to the development and delivery of Local Area Plans.
7. To work flexibly across the District in response to the needs of the service, ensuring visibility, fairness and consistency.
8. To manage resources including the budgets for staff and premises, ensure the health and safety and security of staff, stock and premises, in liaison with internal Council departments, and in accordance with Council policies, systems and processes.
9. To take the lead on change projects as required, including the planning and design of new / refurbished libraries, new technology projects, recruitment of new volunteer groups etc. Develop plans, processes and procedures in line with the delivery of a professional service and agreed service objectives.
10. To contribute to service planning and strategic decision making as part of the Libraries Management Team and deputise for the Head of Service as required.
11. To undertake any other duties as required which are appropriate to the work of the service and are commensurate with the responsibility and level of the post.
12. To undertake personal and professional development by attending relevant courses and using other means to ensure that the skills to maintain the post are continually updated.
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| **Special Knowledge Requirement: Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**.  |
|    | **Essential**   |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced threshold level,– where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language  | **X**   |
| Extensive knowledge (at least 5 years) of operational management of public library services  | **X**   |
| Understands and applies health and safety working practices, including risk in own area of work and or across other areas of work, inc legislation  | **X**   |
| Knowledge of a wide range of basic computer applications including MS Office and Library Management Systems  | **X**   |
| Knows how to control and monitor budgets  |   |
| Knowledge of the Bradford area  |   |
| Broad knowledge of local government services and structures  |   |

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| **Relevant experience requirement: Will be used for shortlisting**   |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the advanced threshold level outlined under Special Knowledge above.  |
| Significant recent experience of managing public library services or of management in a similar context  |
| Extensive experience of managing staff  |
| Experience of partnership working and negotiation  |
| Experience of initiating, leading and managing projects  |
| Experience of developing systems and processes  |
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| **Relevant professional qualifications requirement: Will be used for shortlisting**   |
| N.V.Q. at Level 4. OR equivalent qualification OR evidence of the ability to work at that level and recent Managerial experience.  |
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| **Core Employee competencies at manager level to be used at the interview stage.**   |
| **Carries Out Performance Management –** covers the employees capacity to manage their workload and carry out a number of specific tasks accurately and at a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.  |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.  |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |

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| **Management Competencies: to be used at the interview stage.**   |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.  |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.  |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes.  |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.  |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals.  |
| **Working Conditions:**   |
| Must be able to work evenings and weekends on a rota as required. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
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| **Special Conditions:**   |
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| **Compiled by:** **Christine May,**  **May 2022**  | **Grade Assessment Date: 15 November 2022**   | **Post Grade: PO3**    |