CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: PLACE** | **SERVICE GROUP: Sport and Culture** |
| **POST TITLE: Area Libraries Manager** | **REPORTS TO: Libraries Manager – City or District** |
| **GRADE: SO2** | **SAP POSITION NUMBER :**  |

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 manage the delivery of effective and efficient customer-focused and inclusive library services across the relevant Area through Council run, hybrid and community managed libraries. To manage and deliver the effective recruitment, training, management, development and deployment of operational staff and volunteers across the Area, resulting in a service that meets high standards of quality and customer satisfaction. To provide regular and appropriate communication, advice and training to those responsible for running community managed libraries in the Area, ensuring that they are well supported and able to deliver the best service possible.  |
| **Main Responsibilities of Post:**  |
| 1. To manage the delivery of effective and efficient customer-focused and inclusive library services across the Area through Council run, hybrid and community managed libraries, working closely with other Area Managers, covering for each other as necessary and reporting to the City / District Libraries Manager.
2. To line manage Customer Services Assistants and manage the effective recruitment, training, development and deployment of operational staff across the Area, resulting in a service that meets consistently high standards of quality and customer satisfaction.
3. To develop and maintain positive working relationships with Volunteer Co-ordinators and volunteers running community managed libraries, providing 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. Assist the City / District Libraries Manager in the management and review of SLAs through regular meetings.
4. To be responsible for the collation and reporting of performance data for their respective Area. Collect usage and performance data and customer feedback through surveys and engagement etc. and assist the City / District Libraries Manager in the development of library development plans for each area / library.
5. Ensure the operation of effective procedures including loan transactions,overdues, requests, income, banking, petty cash and other clerical dutiesincluding meeting room bookings, in line with agreed controls whereappropriate.
6. Ensure the delivery of a varied and relevant programme of activities and events in libraries in the Area, working closely with Library Development Officers, in accordance with agreed priorities and targets and the Core Offer for libraries.
7. Contribute to the work of Area Locality teams, deputising for the Libraries Manager as required and assisting in the delivery of local area priorities. Work with partners such as community groups and volunteers, other council departments, educational organisations and individuals to develop services that are relevant to the needs and interests of local communities. To be a member of relevant internal and external committees and working groups and develop local partnership working with parish and town councils and the voluntary & community sector, to coordinate joint activity.
8. To work flexibly across the Area in response to the needs of the service, ensuring visibility, fairness and consistency.
9. To be responsible for the health and safety of staff and (Council) volunteers, for the security of premises, stock and cash, and for operating library services in accordance with Council and Service policies, systems and processes.
10. To contribute to development projects and to service planning as part of the Libraries Service Extended Management Team, and deputise for the City / District Libraries Manager as required.
11. To undertake any other duties as required which are appropriate to the work of theservice and are commensurate with the responsibility and level of the post
12. To undertake personal and professional development by attending relevant coursesand using other means to ensure that the skills to maintain the post are continuallyupdated.
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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 effortlesslyb) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language  | **X** |
| Extensive knowledge (at least 5 years) of working in public library services | **X** |
| Understands and applies health and safety working practices, including risk management in own area of work  | **X** |
| Knowledge of a wide range of basic computer applications including MS Office and Library Management Systems | **X** |
| Knows and understands how to use, analyse, interpret and communicate information from a variety of sources | **x** |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficiently and effectively to improve service delivery. | X |
| Knowledge of how to plan, prioritise and manage team workloads whilstmaintaining a high standard of quality and working under timeconstraints. | X |
| Knows how to work with / provide information to the public,-in writing, face to face and over the telephone delivering excellent standards of customer service and professionalism | X |
| Knows how to work productively both within a team and alone  | X |
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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.  |
| Relevant and recent experience of managing public library services at a senior Customer Service Assistant level, or of management in a similar context, including supervising others |
| Extensive experience of public library operations |
| Experience of working in partnership with community organisations, other council services, and the voluntary sector |
| 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**  |
| L4 NQF Level 4 Former NVQ Level 4, HNC, HND, diplomas/certificates in HigherEducation, Higher level BTEC, Teaching Qualifications, RSA Higherdiploma OR Evidence of the ability to work at that level and 3 years managerial experience within within the last 5 years.4 GCSEs at A-C Level to include English, equivalent NVQ 2 qualification or work-basedevidence of the ability to work at that level |
| **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 (including occasional Saturdays and Sundays) 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:**  |
| This post requires an Enhanced DBS check and the ability to travel freely and in a timelyway around the District. |
| **Compiled by:** **Christine May, June 2022** | **Grade Assessment Date: 15 November 2022** | **Post Grade: SO2** |