

Job Description and Person Specification

Library Manager

A Lambeth to be proud of



Job Title: Library Manager

Division: Community Services

Business Unit: Libraries and Archives

Grade: PO1

Reports to: Libraries Operations Manager

Responsible for: Assistant Librarians & Librarians

Context

The customer facing post sits within the Libraries & Archives Services of the Growth and Environment Services Directorate and is focused on managing libraries teams and delivering an excellent customer service. Public library services have a statutory duty to provide a comprehensive and efficient library service for all those who live, work or study in the area. In providing this service, councils must, among other things, encourage both adults and children to make full use of the library service. Libraries are also recognised as valuable assets which reach into communities, providing community and civic spaces. Through skilled customer facing staff, the service is able to deliver a universal offer and add value to those who may be vulnerable, socially isolated and lacking in educational and social support opportunities. In a period of austerity, the service will also be looking at income generation opportunities and prioritising the retention of client facing resources.

Job Purpose

This post is responsible for local management of all aspects of the libraries, including the provision of a high-quality lending and information library service, meeting performance targets, health & safety, safeguarding and being the main contact for the community as the person responsible at a local level. The postholder will also be responsible for creating and developing partnership opportunities, enabling the service to reach a wider audience and be responsive to changing customer needs and demand.

Responsibilities

1. To contribute to the overall library service plan and being accountable for delivery of performance targets and outcomes within the remit of the libraries by improving services and processes, planning work, managing costs and resources
2. To manage the effective day to day running of the service, overseeing a team of senior librarians and librarians in the development, planning and delivery of high-quality library services for residents and visitors in line with the Council's statutory duty and the national libraries universal offers

3. To lead, recruit and motivate staff and reviewing performance objectives to optimise individual and team performance.
4. To provide effective financial management of the library's budget, monitoring expenditure (on staff, utilities, equipment, stock and similar) and income to come within budget at the end of the financial year, using the Council's financial systems to monitor invoices and purchase orders and ensuring reconciliation of daily and weekly income and cash is secured.
5. To further develop the library as a place for the community to access reliable and trusted information and signposting to other organisations: in particular addressing needs around health and healthy lifestyles, employment, skills and learning, leisure and cultural activities, council and government information, welfare and benefits, support for businesses and local community information
6. To ensure optimum stock performance by providing regular input into the selection plans and contract monitoring, managing the devolved site stock budget and making effective use of the librarians' expertise in training staff and reader development.
7. To comply with all health & safety procedures for the security of the building and its contents, open and close the library at the advertised times
8. To work with the community and other Council services to increase utilisation of the building and its facilities to generate income.
9. To be the main point of contact for the community, local organisations and groups, ward councillors, council staff and external partners
10. To be entrepreneurial, identifying opportunities and funding to build financial resilience and support Council priorities
11. To help ensure that the Council's byelaws and regulations, policies and instructions are complied with and to deal with customers who offend against the bye-laws (e.g. in behaviour or cleanliness) by using assertiveness techniques to defuse situations which may become stressful or disruptive for other users and staff.
12. To undertake these duties in any Lambeth library as required
13. To act in accordance with, and actively promote Lambeth policies and standards
14. To undertake any other duties commensurate with the post's level of responsibility

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Key Knowledge	K1	Advanced computer skills, including Word, Excel, PowerPoint, statistical analysis/ performance management software and information retrieval and research	✓A
	K2	Good knowledge of stock development and management	✓A
	K3	Project management and delivery of transformation change	
	K4	Ability to develop the systems and processes required for performance management	
Relevant Experience	E1	At least 3 years' experience working in libraries	✓A
	E2	Experience of financial and budgetary management	✓A
	E3	Experience of working in a customer service environment and implementing and delivering quality standards	
	E4	Experience of working with partners and community organisations	✓A
	E5	Experience of line management with excellent change management and motivational skills	✓A
Qualification	Q1	5 GCSEs or equivalent	✓A
	Q2	Graduate (desirable) or significant experience in this sector	

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	