



Job Profile

JOB TITLE:	Assistant Library Manager
GRADE:	Scale 6
POST NO:	Various
JOB FAMILY:	Technical
JOB TIER:	5 (non-management)
DBS / ISA CHECK:	none
GROUP:	Residents Services
SERVICE:	Libraries

REPORTING STRUCTURE

Reports to:	Library Manager
Direct Reports:	Weekend Library Assistant (1-2 max)
Indirect Reports:	Library Assistants, Casual Assistants

ROLE PURPOSE:

To assist the Library Manager in providing an effective and efficient Library service, supporting the service to deliver on its strategy ambitions and ensuring staff have strong leadership and direction.

As well as working with the manager to provide responsive day-to-day core

service, the Assistant Manager shares responsibility for developing a comprehensive programme of events, initiatives, promotions and activities to reach all who live, work or study in the borough.

A. Job Description

1. People Management

- This role has responsibility for directly managing Library Assistants who work weekends only, and supervisory/supporting responsibility for other library assistants and casual staff.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Adhere to the service's safeguarding procedures and guidelines on handling unacceptable behaviour
- Support the manager and team in addressing and maintaining good standards of public behaviour in libraries
- To positively promote and represent the Library Service both in and outside of the Council.

3. Operational Service Delivery

Management

- To supervise, motivate and direct the team of staff delivering library services
- To be responsible for the preparation of monthly timetables and daily task rotas, deploying staff as required
- To work with the manager on devising, promoting and delivering a programme of events and activities both in branch and in outreach settings that meet the aims of the service strategy and campaigns calendar
- To ensure a high standard of presentation within the library including the library stock, enacting a programme of stock management, promotion and display
- To ensure that the building and equipment is maintained in good order,

ensuring that building maintenance faults are reported and followed up as per guidelines and accurate records maintained

- To ensure the collection of fees and charges in accordance with Council procedures
- To ensure correct banking and payment procedures are followed and accurate financial records maintained
- To ensure all staff comply with the Council's Health & Safety policy and fire procedures at all times, including conducting site inspections
- To handle complaints in accordance with the complaints procedures
- To represent the branch in service meetings, project groups and working parties; and to represent the service in outreach settings and across the organisation
- With the manager, to share the responsibility of ensuring robust, timely and effective communication with the team, including regular team meetings
- To carry out the duties of this post in accordance with relevant legislation and the council's equal opportunities policy

Performance

- To ensure performance related information, including attendance data and evaluation of activities, is reported accurately and on time
- To assist with the recruitment, induction and training of new staff
- To conduct appraisals, absence returns and 1:1s for weekend staff and for other staff in the event of unplanned longterm absence of the manager
- To support the manager in handling performance, conduct and capability matters within the team

Information

- To assist members of the public with their information enquiries
- To assist with the training and development of staff
- To deal with difficult and potentially contentious situations as required

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.
- Keep all tools and equipment supplied by the Council in a safe and secure place

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- To ensure adequate supplies of stock and materials are ordered and accurate records kept in line with council procedures
- To follow correct procedures in the ordering of stock within allocated budget
- To maintain accurate record keeping (e.g. for room hire) and pay invoices using the relevant systems as appropriate

6. Continuous Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Internal: Library Management Team, library managers, branch staff, other council officers
- External: professional bodies, partners, suppliers

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- To meet targets as defined

B. Person Specification

Assistant Library Manager

This person specification will be used for recruitment to Assistant Library Manager vacancies in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
GCSE English or equivalent, and good standard of Mathematics.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly, including evenings and weekends as required	✓	
Ability to work on a rota system including evening and weekend work	✓	
Ability to work in any location in the borough as required	✓	
Ability to move and transfer books on a trolley and from the trolley to book shelves. This involves bending stretching pushing and carrying.	✓	
Ability to file in alphabetical and numerical order	✓	
Ability to use display screen equipment and telephones (adaptations where necessary)	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a face-to-face customer care role with adults and children.	✓	
Experience of motivating and supervising staff	✓	
Experience of working in a team dedicated to frontline service delivery.	✓	
Experience of planning, leading and delivering projects, events and activities	✓	
Experience of speaking to large groups, delivering talks, presentations etc.	✓	
Experience of working calmly, quickly and accurately under pressure.	✓	
Experience of working with partners and external contractors	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Ability to communicate clearly with customers and team members verbally (in person and on the telephone) and in writing (via letters and email). We will consider making reasonable adjustments as required.	✓	
An understanding of the management of		✓

operational budgets		
An understanding of how to manage a public facility	✓	
A range of IT skills, including Office apps (including Teams, spreadsheets and documents), email and other packages/environments in order to work efficiently and support the public with IT enquiries.	✓	
Able to respond to changes at work which can be unpredictable and unplanned, supporting the team to adapt to changing priorities	✓	
Ability to think quickly and solve problems using imagination, sensitivity and creativity.	✓	
A resilient, confident and tactful approach when dealing with challenging behaviour and difficult situations.	✓	
Able to inspire confidence in the team when dealing with challenges and sensitive matters.	✓	
Able to demonstrate best practice and model high standards of conduct and performance to the team	✓	
Ability to work on own initiative, knowing when to communicate problems to line manager	✓	
An understanding of the role of public libraries	✓	
5. COMPETENCES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with	✓	

customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.		
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	