

Hub Team Leader – (Tier 4c)

Directorate: Service area:	Resources Directorate Business and Customer Services – Face to Face
Accountable to:	Team Leader (North/South) (Tier 4b Delivery Lead)
Accountable for:	Up to 25 (headcount) & 13 FTE
Politically restricted post	Not politically restricted
Delivery teams:	Library and Community Services
Job Title:	R229 Hub Team Leader
Grade:	Scale G

Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities. You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment

You will be responsible for supervising Library Staff, including Senior Library Assistants, Library Assistants, General Assistants and volunteers at the Hub Library and ensuring consistent delivery of customer service at the Hub library and other face to face outlets where appropriate.

Delivery responsibilities	<ul style="list-style-type: none"> • To be responsible for the overall day to day supervision of Library Service staff and volunteers within the Hub Library. • To be responsible for the preparation and operation of staffing rotas, including contingency arrangements to ensure continuity of service in the Hub library and other outlets as appropriate. • To co-ordinate the activities of the Library Service staff within the Hub library to ensure effective staff deployment and that day-to-day tasks are completed. • To deputise for and assist the Library Team Leader – North/South • To motivate library staff in the efficient operation of customer service and encourage and support income generation • To participate in direct service delivery and support, as appropriate, including the active promotion of books, ICT assistance, reading and events at the Hub library. • To participate in stock maintenance and promotional activities at the Hub library as directed and in accordance with agreed strategic objectives. • To participate in recruitment, selection, management, appraisals, induction, training, motivation and development of staff within the Hub library. • To coordinate and supervise work experience placements, and volunteers within the Hub library and other outlets. • Within the Hub library to coordinate and participate in cash
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	<p>handling and banking activities and ensure that administrative and clerical routines are carried out accurately and efficiently and, where appropriate, to comply with all financial regulations.</p> <ul style="list-style-type: none"> • Within the Hub library to coordinate the day to day monitoring, reporting of faults and maintenance of the Hub Library building and equipment, ensuring that Health and Safety standards are met at all times and to report any incidents and accidents in accordance with WCC guidelines and liaising with other partners within the building as appropriate. • To ensure relevant data and performance management information are gathered and returned • To undertake health and safety and environmental duties as directed by the Library Team Leader – North/South • To liaise, as required, with other partners in the Hub library building on a day to day basis to ensure the smooth running of services. • To ensure within the Hub library that Service policies and procedures are maintained and that staff adhere to these. • To ensure that the Customer Service Standards are met by all staff and volunteers within the Hub library and that learning gained from customers' feedback is acted upon • To ensure effective communication within the team, and between the team and other staff and volunteers as necessary • To contribute to service development projects as identified by the Library Team Leader <p>Generic</p> <ul style="list-style-type: none"> • To uphold the County Council's policies relating to Equality and Diversity, Health and Safety, and to ensure that they are understood and upheld by others. • To actively pursue continuous personal development and take advantage of relevant training and development opportunities. • To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required. • To undertake any other duties as required which are commensurate with the grading of the post.
Key business measures	<ul style="list-style-type: none"> • Reduction in unit cost position by better demand management year on year • Reduction in agency staff spend year on year • Reduction in the duplication of effort by bringing together common activities and more effective processes • Increase in professional development of business support workforce by improved talent management • Increase in resilience of Library Services by better resource management • Increase in self-serve and self-sufficiency across the organisation through better digital capability
Statutory responsibilities <i>(if applicable)</i>	N/A
Specific experience	<ul style="list-style-type: none"> • 2 years experience of library routines/customer service experience • 2 years experience of working as a staff supervisor • Experience in the use of ICT applications including word

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	<p>processing, spreadsheets and other ICT systems</p> <p>Skills and Capabilities</p> <ul style="list-style-type: none"> • Excellent customer service skills • A systematic, methodical and accurate approach to work • Ability to produce imaginative solutions to problems and issues and translate ideas into practical actions • Awareness of and commitment to Customer Care • Ability to work without constant supervision • Ability to travel effectively around the County • A flexible approach to work within the needs of the Service including working weekend, evening and callout as required
Specific qualifications/ and registration	4 GCSE passes or equivalent to include English and Maths
Budget responsibility	
FTE responsibility (line management)	<p>Up to 13 FTE</p> <ul style="list-style-type: none"> • Senior Library Assistants • Library Assistants, • General Assistants
Key stakeholder relationships	<p>Service Managers</p> <p>Departmental colleagues</p> <p>Other council employees</p> <p>External partner organisations</p> <p>Members of the public</p> <p>Council Members</p> <p>Customer service staff</p>

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> • Deliver in year service plan (1 year) • Effective contract and supplier management • Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place

Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> • Statutory compliance • Professional practice • Procedure compliance

- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate

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- regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none">• Deliver operational performance objectives• Manage the workforce• Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none">• Monitors the service performance framework• Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
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Organisational leadership & resilience	<ul style="list-style-type: none"> • Deals with performance issues • Maintains business continuity • Role model of how we work principles
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- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours



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