

Delivery Lead Libraries (South) (Tier 4)

Directorate: Service area:	Business & Customer Services Customer Experience – Face to Face
Accountable to:	Tier 3 Service Manager Customer Experience Face to Face
Accountable for:	£2.5m (approx.) and 63 Fte (approx.)
Politically restricted post	Not politically restricted
Delivery teams:	LibrariesTeams (South) Library Stock Services Team (County wide) Mobile & Outreach Team (County wide) Digital Library Team (County wide)
Job Title	Z421 Delivery Lead – Library and Community Services
Grade	HAY F

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 section and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none"> • Responsible for the efficient and effective delivery of community and Library Services within the South Area. • To implement the strategic objectives and vision for the Service and be accountable for staff, volunteers and performance management. • To be accountable for effective management of budgets, contracts and resources whilst adhering to relevant legislation. • To be responsible for developing and maintaining effective partnerships which support the key objectives of the Service. • To be responsible for developing community capacity activities which support the key objectives of WCC
Key business measures	<ul style="list-style-type: none"> • Reduction in unit cost position by better demand management year on year • Reduction in the duplication of effort by developing

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	<p>more coordinated processes and procedures across library and communities activity across the organisation.</p> <ul style="list-style-type: none"> • Increase in professional development of staff by improved talent management • Increase in resilience of customer experience – face to face services supported by better resource management • Increase in use of customer feedback information across the organisation to drive business improvement and operational and service planning • Maintain WCC's Library usage and improve customer access and experience to WCC services
Statutory responsibilities <i>(if applicable)</i>	Ensure that an efficient and effective library service is delivered in accordance with the Library's Act 1964.
Specific experience	<ul style="list-style-type: none"> • Developing leadership skills with experience of supervising and managing a large, diverse and distributed teams • 3 years' experience in a high-profile busy customer service environment • Is able to independently interpret and analyse information and facts to solve varied problems. • Is able to communicate, in person and/or in writing, a variety of information to a range of key clients and stakeholders. • Ability to maximise the use of ICT for the benefit of effective service delivery. • A people focused leader who is team orientated with experience of building cohesive and motivated teams across numerous locations. • Ability to use own initiative to respond independently to difficult problems and unexpected situations and to work under pressure including meeting deadlines and dealing with interruption
Specific qualifications/and registration	Degree of post graduate diploma or equivalent qualification
Budget responsibility	£2.5m (approx.)
FTE responsibility (line management)	<p>5.0FTE</p> <ul style="list-style-type: none"> • Principle Librarian (stock and quality) • Team Leader (Mobile & Outreach) • Area Librarian (South) • Team Leader (Leamington) • Team Leader (South)
Key stakeholder relationships	<p>Senior Leaders (SD/AD's)</p> <p>Service Managers</p> <p>Departmental colleagues</p> <p>Other council employees</p>

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	External partner organisations Members of the public Council Members Library Professional Bodies and Sector Organisations
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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 that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate 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

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- 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 session 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
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- 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

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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



Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

