

Team Leader – Principal Librarian: Reading and Learning (Tier 4B)

Directorate: Service area:	Resources Directorate Business and Customer Services – Face to Face
Accountable to:	Libraries & Communities Manager (North/South) (Tier 4A Delivery Lead)
Accountable for:	4 Headcount / 3.35 FTE
Politically restricted post	Not politically restricted
Delivery teams:	Reading & Learning Team
Job Title	R0223 Team Leader – Principal Librarian: Reading and Learning
Grade:	Scale J

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 developing, managing and implementing consistent policies and strategies for key priority groups, reader and audience development, which support the strategic objectives for the Service and meet corporate priorities. You will be responsible for leading and managing the Reading and Learning Team and working with corporate partners to deliver excellent customer and community focussed outreach, audience development and reader programmes for the key priority groups.

Delivery responsibilities	<ul style="list-style-type: none"> • To lead on partnerships with educational/health sectors for the benefit of library services to key Priority Groups • To be responsible for planning, promoting and evaluating activity packages, programmes, projects and initiatives which engage with and increase take up of library services across the network for key priority groups in the community and delivering commissioned activities. • To lead on researching and implementing options for increasing take up of library services for Key Priority Groups through external and internal funding, marketing, staff training and development and use of ICT • Work with Area Librarians and Team Leaders to develop and deliver library services, reader and audience development programmes, to increase audience awareness, library membership and take-up of services and to meet strategic objectives. • To be responsible for identifying training needs and developing training modules and opportunities to ensure library staff are positive in their support of activity and outreach programmes for key priority groups. • To initiate and develop relevant partnerships within the County Council, voluntary and statutory organisations to ensure that the service offer meets
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	<p>the needs of key priority groups.</p> <ul style="list-style-type: none">• To ensure stock across the network meets customer and community needs, in conjunction with Principal Librarian: Information, Stock and Quality using community profiles and data, by involvement in selection of appropriate stock, setting and monitoring standards for stock promotion and exploitation, and maintaining awareness of the latest audience and publisher trends for key priority areas.• To be responsible for the effective management of relevant delegated budgets, following County financial regulations ensuring the budget is effectively spent and that the programme of activity supports the Service Plan objectives and achieves income targets.• To be responsible for negotiating service level agreements as required- To be responsible and accountable for all aspects of staff and volunteer management in the Reading and Learning Team, to include recruitment, appraisal, performance management and related processes.• To contribute to a performance framework and targets for audience development activities and library services to key Priority Groups, to ensure that a consistent, successful and value for money offer is delivered.• To investigate, resolve and act on customer complaints relating to the responsibilities of this post• To contribute to the Service Business Planning process and the achievement of relevant targets.• To encourage, support and develop income generation opportunities.• To maximise opportunities for cross-marketing by increasing awareness and take-up of services, to be an advocate for the service through the development of positive working relationships within the Resources Directorate, wider County Council and other agencies. <p>Generic</p> <ul style="list-style-type: none">• To actively pursue continuous personal development and take advantage of relevant training and development opportunities.• To represent the public library service on ASCEL, the Association of Children’s and Education Librarians, in line with the subscription requirements.• To be responsible for the implementation of the County Council’s policies relating to Equality and Diversity, Environmental Sustainability and Health and Safety, ensuring understanding and implementation by staff and volunteers.• To represent the Service on appropriate groups across the County, regionally and nationally.• To deputise as required for the Delivery Lead Libraries & Communities North/South• To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required• To undertake, as required, any other duties that are commensurate with the grading of the post
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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 (if applicable)	<p>N/A</p>
Specific experience	<ul style="list-style-type: none"> • 3 years relevant experience in libraries or similar environment • Experience of communicating clearly & effectively in person, in writing and giving presentations • Experience of answering enquiries using a range of references, sources/formats including online • Experience of recruitment, selection, appraisal, induction, training and development of staff • Experience of policy and service development • Experience of working effectively with people internally / externally and at different levels • Experience in use of ICT applications including word processing, spreadsheets and other ICT systems <p>Skills & Capabilities</p> <ul style="list-style-type: none"> • Ability to share enthusiasm and knowledge of books and reading with customers • Ability to understand customer/client needs both internally and externally • Demonstrate an aptitude for working with adults, older people, children, young people and disadvantaged/vulnerable people • Ability to manage a team in line with Council procedures and policies and to manage own workload • Demonstrate a commitment to customer care • Ability to travel effectively around the County • Ability to work flexibly, including Saturdays, Sundays, evenings as required • Appreciation of/sensitivity to Equal Opportunities issues
Specific qualifications / and registration	<p>Degree, post graduate diploma or equivalent level qualification in Library and Information Science - essential. MCLIP accreditation - desirable</p>
Budget responsibility	<p>Oversight of artists' and equipment budget for reader development work, also grant management where applicable</p>

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FTE responsibility (line management)	3.35 FTE <ul style="list-style-type: none"> • Senior Librarian (Priority Groups) (1FTE) • Reader Development Librarians (2FTE) • Bookstart Assistant (15hpw)
Key stakeholder relationships	Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members Customer service staff

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 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

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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
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

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

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High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

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

