

Team Lead – SLS (Tier 4B)

Directorate:	Resources Directorate
Service area:	Business and Customer Services – Face to Face
Accountable to:	Delivery Lead: Libraries & Communities (North Plus) (Tier 4A Delivery Lead)
Accountable for:	5 Headcount / 4 FTE
Politically restricted post	Not politically restricted
Delivery teams:	Libraries & Communities
Job Title:	Team Lead – Schools Library Service
JEID	T4053
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 the Schools Library Service (SLS), for quality service standards in accordance with the strategic objectives of the service and will be the professional lead for SLS services to schools including stock, information and training.

This post has been designated as requiring an Enhanced Disclosure from The Criminal Records Bureau. It is therefore essential that you are willing to complete a Disclosure form if offered the post.

Delivery responsibilities	<ul style="list-style-type: none"> • To lead on the strategic business planning and management of the traded Schools Library Service and to manage, develop and promote all SLS Resource and Advisory Services, to be responsible for ensuring the service provides advice to teachers and other library staff on matters relating to school library organisation and development, stock selection and promotion • To lead and supervise the delivery of a quality SLS to all schools wishing to subscribe to any of the SLS's services in Warwickshire or neighbouring authorities where there is no SLS. • To be responsible for ensuring that SLS book stock and other educational resources meet quality standards and that all services meet customer expectations. • To be Cost Centre Manager responsible for the effective management and forecasting of the SLS delegated budget, following
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Team Lead – SLS (Tier 4B)

	<p>County financial regulations ensuring the budget is effectively spent and that SLS activity supports the Service Plan objectives and achieves income targets.</p> <ul style="list-style-type: none"> • To be responsible for negotiating service level agreements as required • To create and market a range of products and services to schools which meet their needs and generate an income for the Schools Library Service. • To lead on SLS projects as required, including the introduction of new SLS services/initiatives. • To liaise with the Principal Librarian: Reading & Learning, the Principal Librarian: Information, Stock and Quality and Transport Manager and their teams in the public library service on matters where collaboration is fruitful, e.g. management of Service Level Agreements, reader and audience development programmes and promotion of services and initiatives to schools to meet WCC strategic objectives. • To work in partnership with colleagues in the statutory and voluntary sectors, community groups and individuals to promote and deliver SLS services in local areas. • To support information enquiries and answer complex enquiries relating to school libraries and reading engagement, using their professional knowledge and experience. This includes initiating and leading an annual CPD programme for school staff, school library management support including library management systems, the active promotion of books and reading, and ICT assistance. • To use specialist book knowledge to ensure all stock meets WCC and SLS stock policies and standards. To encourage, motivate and support SLS staff and empower them to widen their own reading to run effective book awards and celebrations and to enable the most appropriate stock to be made available to schools. • To ensure staff are motivated and informed in order to provide an efficient and effective customer service to schools. • To be responsible for the provision and analysis of performance and management information as well as KPIs in conjunction with WES. • To be responsible for ensuring service quality. To contribute to improving customer satisfaction to secure good satisfaction ratings and survey results. • To lead on recruitment, selection, supervision, appraisals, induction, training and development of staff, as required. • To communicate regularly with the Delivery Lead (North Plus), ensuring service plan targets are monitored and discussed. • To investigate, resolve and act on any customer complaints relating to the responsibilities of the post. • To carry out specialist tasks such as audit of stock and oversee stock purchase. • To liaise with colleagues in the County Council, district/borough councils, other organisations and individuals as appropriate to meet the objectives and to deliver the vision of the SLS. • To lead on the resolution of building issues relating to SLS and to ensure problems are dealt with promptly.
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Team Lead – SLS (Tier 4B)

	<ul style="list-style-type: none"> To lead on health & safety and environmental sustainability duties as directed by the Delivery Lead (North Plus). To carry out various duties in relation to computerised Library Management System and public access systems, where appropriate. <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 service on appropriate groups across the County, regionally and nationally. 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 take responsibility as a keyholder and be willing to be called out to building outside normal working hours where required. To undertake, as required, any other duties that 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 Schools Library Service 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"> 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 needs. Demonstrate an aptitude for working with adults, older people,

Team Lead – SLS (Tier 4B)

	<p>children, young people and disadvantaged/vulnerable people</p> <ul style="list-style-type: none"> • Demonstrate a commitment to customer care • Ability to travel effectively around the county • Ability to work flexibly- including Saturday, Sunday, evening and call-out as required • Ability to manage projects • Appreciation of/sensitivity to Equal Opportunities issues
Specific qualifications/ and registration	Degree, post graduate diploma or equivalent level qualification in Library and Information Science.
Budget responsibility	Cost Centre Manager
FTE responsibility (line management)	<p>3 FTE</p> <ul style="list-style-type: none"> • Senior Customer Service Assistants (SLS) (1.5xFTE) • Customer Service Assistants (SLS) (2xFTE)
Key stakeholder relationships	<p>Library Service Managers Principal Librarians, Area Librarians Colleagues in premises at Hawkes Point (Reading and Learning Team, LSS, Transport) Other council employees Head Teachers and school library managers External partner organisations Members of the public Council Members Public Library Service staff</p>

Generic capabilities of the role

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

- Contribute to the operational planning of the service with the public library service
- Ensure effective contract management arrangements are in place
- Manage costs and income targets

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

- Execute the statutory or regulatory duties and ensure compliance across the team.

Team Lead – SLS (Tier 4B)

- 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 key business measures for the service
- Manage costs and strive for 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">• Monitor 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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Team Lead – SLS (Tier 4B)

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 address 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 model the WCC values and behaviours.

Our Values – The Warwickshire DNA



Our Behaviours

