

Team Lead Libraries (North / South) (Tier 4B)

Directorate: Service area:	Resources Directorate Business and Customer Services – Face to Face
Accountable to:	Tier 4a Delivery Lead - Libraries and Communities Manager (Z421)
Accountable for:	Up to 14 Headcount / 13 FTE
Politically restricted post	Not politically restricted
Delivery teams:	Hub Team Leaders, Senior Customer Service Assistants, Customer Services Assistants, Mobile Drivers, Van drivers, Home Library Service Team, Volunteers.
Job Description	Tier 4B Team Lead – Digital and Communities Team Leader
Grade	Scale J
JEID	T4027

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

Specifically, you will be responsible for the leading, management and supervision of the Library and Community Staff and Volunteers ensuring the consistent and efficient delivery of customer services at libraries, one stop shops and other face to face outlets within the designated service area. You will be responsible for liaising with the Hub Leader (Warwick) when operationally required to ensure an effective service to customers and partners and ensure effective outreach and community development is delivered within defined geographical areas.

Delivery responsibilities	LIBRARY STAFF MANAGEMENT (in addition to generic responsibilities) • Responsible for the overall supervision of Library and Community Service staff and volunteers. • Responsible for and oversee the preparation and operation of staffing rotas including contingency arrangements to ensure continuity of service with assistance from Hub Team Leaders. • Responsible for the co-ordination of the activities of Hub Team Leaders and Senior Customer Assistants to ensure effective deployment of staff. • Coordinate, monitor and ensure building, equipment or vehicles always meet Health and Safety standards and any faults or accidents are reported promptly in accordance with WCC guidelines. Undertake risk assessments for various activities and events.
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	• Ensuring that all staff adhere to GDPR, confidentiality and appropriate security protocols • Ensure the timely completion, submission and organisation of administrative records including additional hours/casual claims. • Co-ordinate and supervise work experience placements, and volunteers where appropriate. SERVICE DELIVERY (in addition to generic responsibilities) • Participate in direct service delivery and support, as appropriate, including the active promotion of books, reading and activities and giving ICT assistance. • Where required, ensure the effective maintenance of mobile libraries and van service vehicles to agreed standards and procedures, including identification and management of risk, and to do this within the agreed legal framework • Where required to liaise with County Fleet Management and County Fleet Maintenance concerning vehicle maintenance and service issues • Where required to be responsible for the completion of relevant vehicle related documentation and to ensure that procedures are in place to maintain vehicle records including vehicle licensing, plating and roadworthiness • Lead on the resolution of building issues and to ensure problems within the designated Area are dealt with promptly. • Liaise, as required, with other partners in Service buildings to ensure the smooth running of services, coordinating and ensuring any building/vehicle issues/problems are dealt with promptly. • Ensure that customer service standards are met and exceeded by staff and volunteers and that learning gained from customer feedback is acted on. • Investigate, resolve and act on customer complaints relating to the responsibilities of the post. • Take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required SERVICE DEVELOPMENT (in addition to generic responsibilities) • Contribute to and/or manage service development projects or groups as identified by the appropriate Localities and Communities Delivery Lead. • Lead, support and plan the implementation of new services as designated by Localities and Communities Delivery Lead. • Support any project and development work appropriate with this role. FINANCIAL PLANNING & MAMGEMENT (in addition to generic responsibilities) • Manage budgets and associated administrative duties, as may be delegated by a Localities and Communities Delivery Lead. • Coordinate effective cash handling and banking procedures within the Area, as designated by the appropriate Localities and Communities Delivery Lead., ensuring that administrative and clerical routines are carried out accurately, efficiently and are compliant with WCC financial regulations. • Support service audits including Financial, Environmental and Customer Services.
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	• Deputise, as required, for the appropriate Localities and Communities Delivery Lead. • To undertake, as required, any other duties that are commensurate with the grading of the post.
Key business measures	• 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 Visitor Services by better resource management • Increase in self-serve and self-sufficiency across the organisation through better digital capability
Statutory responsibilities (if applicable)	N/A
Specific experience	• At least 5 years' experience in a supervisory role within a public facing service. • Experience of administrative routines • Experience of information management procedures, data protection, information security standards and controls and associated risk management activities. • Experience of cash handling, banking and awareness of financial procedures • Awareness, experience of working with members of the public with a strong commitment to customer care Other Skills / Capabilities • Ability to work effectively within a team and with staff at all levels • Good counselling skills to enable staff to manage difficult and challenging customers. • Highly proficient in the use of ICT and Windows based computer packages including word processing, spreadsheet and other ICT systems. • Ability to organise and participate effectively in the recruitment, selection, induction, appraisal and training of staff • Ability to manage and motivate teams effectively and encourage staff to undertake new activities and exploit learning opportunities • A systematic, methodical and accurate approach to work. • Ability to create good quality guidance notes and procedural documentation • Courteous and effective communication skills, in person, by telephone, and in writing. • Ability to work effectively under pressure and to meet deadlines • Ability to use own initiative to respond independently to problems and unexpected situations • Have a positive attitude to change. Challenge and suggest improvements and encourage others to embrace change. • Ability to organise workloads, to plan and implement

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	programmes of work and to delegate effectively • Developed skills of negotiation and liaison with internal and external staff and agencies • Ability to take responsibility for monitoring policies and practices, ensuring that legislation is adhered to. • Ability to ensure that confidential policies and procedures are understood and implemented including Equal Opportunities, Health and Safety, Safeguarding and Children's policies. • Ability to use own initiative to respond independently to problems and unexpected situations • Willingness to identify and undertake training and development opportunities • Ability to travel effectively around the County. • A flexible approach to work within the needs of the services including working weekend, evening and call-out as required.
Specific qualifications/and registration	3 Advanced levels passes plus 4 GCSE passes (or equivalent), Grade C or above to include English and Maths Or at least NVQ level 3 in Business Administration or a related discipline
Budget responsibility	
FTE responsibility (line management)	13 FTE – variant of the following roles • Hub Team Leader • Senior Customer Service Assistant • Library Information Learning Officer • Community Development Worker • Core Services & Engagement Officer • County Support Officer (Finance) • Apprentice • Music & Drama Librarian • Senior Library Assistant • Customer Service Assistant • Library Assistant • Drivers (including Mobile) • Cleaner
Key stakeholder relationships	Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members

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Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	• 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	• 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	• 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	• 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

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Capability	Descriptor
Management of resources & planning	• 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	• 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



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

