

Library Delivery Lead (NPO Creative Director) - Tier 4a

Directorate: Service area:	Business & Customer Services
Accountable to:	Tier 3 Service Manager Universal Services
Accountable for:	£650,000 m (approx.) and 3 headcount
Politically restricted post	Not politically restricted
Delivery teams:	School Library Service Team (County wide) Reading & Learning Team (County wide) Library Information & Learning Team (County wide) Community Development Team (County wide)
Job Title	Z421 Delivery Lead – Library and Community Services,
Grade	HAY Band F

Context

You will be responsible for the NPO budget, helping set up the new NPO, programme development and delivery, and three staff:

NPO Programmes Librarian
NPO Project Co-ordinator
NPO Apprentice

The role will involve developing/maintaining good working relationships with a range of internal and external partners and stakeholders, including regular reporting to our funders Arts Council England.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none"> • Supervise three NPO staff and manage a budget of £650,000 over three years. • Steer and inspire the new NPO, leading the development of an ambitious work programme. • Use the NPO Business Plan as a template for delivery. • Develop and maintain strong working relationships with a range of internal and external partners. • Build relationships within the county's creative sector and ensure the NPO represents and promotes a wide range of artistic talents and disciplines. • Work towards pre-agreed outcomes supporting County Council and ACE ambitions and priorities. • Proactively engage with local people and communities, exploring opportunities for joint working and co-production of projects. • Work with communities to develop and deliver
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	<p>localised NPO projects to meet their needs and aspirations.</p> <ul style="list-style-type: none"> • Raise residents' expectations of what Council and community can achieve together. • Exemplify Warwickshire's values and behaviours, leading by example. • Represent Warwickshire and the NPO locally, regionally and nationally.
Key business measures	<ul style="list-style-type: none"> • Reduction in unit cost position by better demand management year on year. • 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.

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Statutory responsibilities <i>(if applicable)</i>	Ensure that an efficient and effective library service is delivered in accordance with the Public Library's Act 1964.
Specific experience	<p>You will need to evidence:</p> <ul style="list-style-type: none"> • Business acumen. • Operational and people management skills. • Effective resource management and planning capabilities. • Organisational leadership and resilience. • The ability to undertake responsibility for performance, standards and reporting requirements. • 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 within the relevant field.
Budget responsibility	£650,000 (approx.)
FTE responsibility (line management)	<p>3 staff</p> <ul style="list-style-type: none"> • NPO Programmes Librarian • NPO Project Co-ordinator • NPO Apprentice
Key stakeholder relationships	<p>Arts Council England Senior Leaders (SD/AD's) Service Managers Departmental colleagues</p>

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	Other council employees External partner organisations Members of the public Council Members Library Professional Bodies and Sector Organisations Heritage and Cultural bodies
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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 (for the NPO)• 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

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- 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 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

