

Project Programme Co-Ordinator (Scale J) – Tier 4b

Directorate: Service area:	Resources Directorate Business and Customer Services – Libraries
Accountable to:	Library Delivery Lead – NPO Creative Director (Tier 4A Delivery Lead)
Accountable for:	Senior Customer Services Advisor (NPO Coordinator)
Politically restricted post	Not politically restricted
Delivery teams:	Libraries & Communities
Job Title:	J0399 Area Librarian (NPO Project Programme Co-Ordinator)
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 NPO Delivery Team Leader in achieving our organisational vision and outcomes.

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 work closely with the NPO Creative Director and will be responsible for programming activities and events within libraries and other outreach settings. He or she will also work closely with the Libraries Reading and Learning Team to ensure a co-ordinated approach to maximise impact.

The post-holder will also be responsible for stakeholder liaison and developing partnerships with the creative sector and local organisations.

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Delivery responsibilities	<ul style="list-style-type: none">• To be responsible on a day-to-day basis for the operational delivery for the National Portfolio Organisation (NPO) activities.• To lead and supervise the delivery of a quality NPO service across all libraries in the Area.• To be responsible for ensuring that library NPO activities meet quality standards across the area and that all services meet customer expectations.• To lead on Library NPO activities projects as required.• To work with the Principal Librarian: Schools & Learning and Team Leaders to develop & deliver library NPO activities, reader and audience development programmes, to increase audience awareness, library membership and take-up of services and to meet NPO strategic objectives.• To lead on the delivery of all public NPO events and activities in libraries, working proactively with the relevant specialist staff, encouraging and motivating local staff to engage with customers and thus increase and sustain library usage.• To lead, support and plan the implementation of new NPO activities as designated by Library Delivery Lead – NPO Creative Director• To work in partnership with colleagues in the statutory and voluntary sectors, community groups and individuals to promote and deliver the service within the area of responsibility.
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	<ul style="list-style-type: none">• To support information NPO enquiries and answer complex enquiries using their professional knowledge and experience.• To be responsible for the on-going liaison with community managed libraries (CMLs), to include undertaking monitoring visits and producing reports. To be accountable for ensuring that the Service is responsive to the needs of the CMLs as appropriate.• To ensure staff are motivated and informed in order to provide an efficient and effective NPO range of activities.• To be responsible for the analysis of performance and management information and acting upon to ensure targets are met within the Service area.• To be responsible for ensuring service quality. To contribute to improving customer satisfaction and continuing to improve staff survey results.• To communicate proactively to the Library Delivery Lead – NPO Creative Director, opportunities for income generation and ensure staff promote the agreed income generation policies.• To investigate, resolve and act on customer complaints relating to the responsibilities of the post.• To lead on training and support for staff in NPO enquiry techniques.• 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 library and NPO.• To lead on health & safety and environmental sustainability duties as directed by the Library Delivery Lead – NPO Creative Director. <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 NPO service on appropriate groups across the County, regionally and nationally.• To deputise for the Library Delivery Lead – NPO Creative Director• 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 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 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 <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, children, young people and disadvantaged/vulnerable people • 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	N/A

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FTE responsibility (line management)	<ul style="list-style-type: none"> N/A
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 NPO 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 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

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Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none">• Workforce development• Workforce planning

- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance 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.

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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

