

## Team Leader – Area Librarian (Tier 4B)

<b>Directorate:</b> <b>Service area:</b>	Resources Directorate Business and Customer Services – Face to Face
<b>Accountable to:</b>	Libraries & Communities Manager (North/South) (Tier 4A Delivery Lead)
<b>Accountable for:</b>	4 Headcount / 3 FTE
<b>Politically restricted post</b>	Not politically restricted
<b>Delivery teams:</b>	Libraries & Communities
<b>Job Title:</b>	J0339 Delivery Lead - Area Librarian
<b>Grade:</b>	Scale J

### Context

You will play an active role as part of our service team working in partnership with our 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 the development and management of library services to ensure quality service standards in accordance with the strategic objectives for the service and be the professional lead within the area for stock, information and training in the Area (North / South).

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<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• To be responsible for development and delivery of library services on a day to day basis and undertake a leadership role for Libraries within a specified area.</li><li>• To lead and supervise the delivery of a quality information service across all libraries in a designated area.</li><li>• To be responsible for ensuring that library stock meets quality standards across the Area and Mobile &amp; Outreach service and that all services meet customer expectations.</li><li>• To lead on Library projects as required, including library refurbishments and introduction of new Library services/initiatives.</li><li>• To work with the Principal Librarian: Reading &amp; Learning and Team Leaders to develop &amp; deliver library services, reader and audience development programmes, to increase audience awareness, library membership and take-up of services and to meet strategic objectives.</li><li>• To lead on the delivery of all public 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.</li><li>• To lead, support and plan the implementation of new services as designated by Delivery Lead Libraries &amp; Communities</li><li>• To work in partnership with colleagues in the statutory and voluntary sectors, community groups and individuals to promote and deliver the</li></ul>
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	<p>service within the area of responsibility.</p> <ul style="list-style-type: none"><li>• Working with the Information and Enquiry Librarian to support information enquiries and answer complex enquiries using their professional knowledge and experience. This includes providing occasional information desk cover at key times of the day, study support to customers, the active promotion of books and reading, and giving ICT assistance.</li><li>• To use specialist book knowledge to ensure all stock meets countywide standards by conducting audits and training staff. To monitor Library Service presentation and exploitation standards. Within these to encourage, motivate and support staff in a proactive way and empower them to widen customer choice in their reading and to increase library usage.</li><li>• 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.</li><li>• To ensure staff are motivated and informed in order to provide an efficient and effective customer service.</li><li>• To be responsible for the analysis of performance and management information and acting upon to ensure targets are met within the Service area.</li><li>• To be responsible for ensuring service quality. To contribute to improving customer satisfaction, obtaining good mystery shopping results. To ensure good satisfaction ratings and continuing to improve staff survey results.</li><li>• To lead on recruitment, selection, supervision, appraisals, induction, training and development of staff, as appropriate within the Area.</li><li>• To communicate proactively to the Delivery Lead Libraries opportunities for income generation and ensure staff promote the agreed income generation policies.</li><li>• To investigate, resolve and act on customer complaints relating to the responsibilities of the post.</li><li>• To carry out specialist tasks such as audit of information stock such as maps, microfiche collections and to take part in relevant stock buying.</li><li>• To lead on training and support for staff in enquiry techniques.</li><li>• 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 service.</li><li>• To contribute to health &amp; safety and environmental sustainability duties as directed by the Delivery Lead Libraries.</li><li>• To carry out various duties in relation to computerised Library Management System and public access systems, where appropriate</li></ul> <p><b>Generic</b></p> <ul style="list-style-type: none"><li>• To actively pursue continuous personal development and take advantage of relevant training and development opportunities.</li><li>• To represent the service on appropriate groups across the County, regionally and nationally.</li><li>• To deputise for the Delivery Lead Libraries North/ South</li><li>• To be responsible for the implementation of the County Council's</li></ul>
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	<p>policies relating to Equality and Diversity, Environmental Sustainability and Health and Safety, ensuring understanding and implementation by staff and volunteers.</p> <ul style="list-style-type: none"> <li>• To take responsibility as a keyholder and be willing to be called out to buildings outside normal working hours where required.</li> <li>• To undertake, as required, any other duties that are commensurate with the grading of the post</li> </ul>
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<p><b>Key business measures</b></p>	<ul style="list-style-type: none"> <li>• Reduction in unit cost position by better demand management year on year</li> <li>• Reduction in agency staff spend year on year</li> <li>• Reduction in the duplication of effort by bringing together common activities and more effective processes</li> <li>• Increase in professional development of business support workforce by improved talent management</li> <li>• Increase in resilience of Library Services by better resource management</li> <li>• Increase in self-serve and self-sufficiency across the organisation through better digital capability</li> </ul>
<p><b>Statutory responsibilities</b> <i>(if applicable)</i></p>	<p>N/A</p>

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<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• 3 years relevant experience in libraries or similar environment</li> <li>• Experience of communicating clearly &amp; effectively in person, in writing and giving presentations</li> <li>• Experience of answering enquiries using a range of references, sources/formats including online.</li> <li>• Experience of recruitment, selection, appraisal, induction, training and development of staff</li> <li>• Experience of policy and service development</li> <li>• Experience of working effectively with people internally/externally and at different levels.</li> <li>• Experience in use of ICT applications including word processing, spreadsheets and other ICT systems</li> </ul> <p><b>Skills &amp; Capabilities</b></p> <ul style="list-style-type: none"> <li>• Ability to share enthusiasm and knowledge of books and reading with customers</li> <li>• Ability to understand customer needs.</li> <li>• Demonstrate an aptitude for working with adults, older people, children, young people and disadvantaged/vulnerable people</li> <li>• Demonstrate a commitment to customer care</li> <li>• Ability to travel effectively around the county</li> <li>• Ability to work flexibly- including Saturday, Sunday, evening and call-out as required</li> <li>• Ability to manage projects</li> <li>• Appreciation of/sensitivity to Equal Opportunities issues</li> </ul>
<b>Specific qualifications/and registration</b>	Degree, post graduate diploma or equivalent level qualification in Library and Information Science.
<b>Budget responsibility</b>	N/A
<b>FTE responsibility (line management)</b>	Up to 3.5 FTE <ul style="list-style-type: none"> <li>• Library &amp; Information Advisors</li> <li>• Music &amp; Drama Librarian, as appropriate</li> </ul>
<b>Key stakeholder relationships</b>	Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members Customer service staff

## Team Leader – Area Librarian (Tier 4B)

### Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D)

Assessed By:

#### Essential Criteria

Degree, post graduate diploma or equivalent level qualification in Library and Information Science or relevant experience.	A,D
3 years relevant experience in libraries or similar environment.	A,I
Experience of project management with a project management qualification or willingness to undertake such a qualification	A,I,D
Ability to organise and implement projects effectively, to work under pressure and to tight deadlines.	A,I
Experience of policy and service development	A,I
Experience of communicating clearly and effectively in person, in writing and giving presentations, including experience of research and report writing.	A,I
Ability to identify, engage and work with appropriate partners	A,I
Experience of working effectively with partners and colleagues internally / externally and at different levels.	A,I
Experience in the use of ICT applications including word processing, spreadsheets and other ICT systems.	A,I,P
Ability to understand customer needs and demonstrate a commitment to customer care.	A,I
Demonstrate an aptitude for working with adults, older people, children, young people and disadvantaged / vulnerable people.	A,I
An understanding of the challenges facing staff in library settings	A,I
Flexible and creative approach to work and problem solving	A,I,P
A systematic, methodical and accurate approach to work	A,I
Ability to make effective decisions	A,I
Experience of budget management	A,I
Showing a high degree of personal initiative, enthusiasm and motivation.	A,I
Ability to participate in the recruitment, selection, induction, appraisal training and supervision of staff.	A,I
Willingness to undertake training and development opportunities	A,I
Ability to travel effectively around the County	A,I
Appreciation of / sensitivity to Equal Opportunities	A,I
Ability to work flexibly including evenings and weekends as required	A,I
Ability to undertake the duties of the post	A,I

Assessed By:

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### Desirable Criteria

Chartered Librarian	A,D
Awareness of health and safety issues	A,I

### Generic capabilities of the role

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

- 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"> <li>Statutory compliance</li> <li>Professional practice</li> <li>Procedure compliance</li> </ul>

- 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"> <li>Deliver operational performance objectives</li> <li>Manage the workforce</li> <li>Deliver continuous improvement plans</li> </ul>

- 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"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- 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"> <li>• Monitors the service performance framework</li> <li>• Effective service design</li> </ul>

- 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"> <li>• Deals with performance issues</li> <li>• Maintains business continuity</li> <li>• Role model of how we work principles</li> </ul>

- 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

## Team Leader – Area Librarian (Tier 4B)

**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

