

Principal Librarian Resources and Information (Tier 4B)

Directorate: Service area:	Resources Directorate Business and Customer Services – Face to Face
Accountable to:	Libraries & Communities Manager (South) (Tier 4A Delivery Lead)
Accountable for:	Up to 12 Headcount / 7.2 FTE
Politically restricted post	Not politically restricted
Delivery teams:	Library Stock Services Team, Virtual Library and Enquiry Team
Job Title:	R0223 Team Lead – Principal Librarian: Resources and Information
Grade:	Scale J (£32,020.00- £34,723.00 pa) pro-rata

Context

You will play an active role as part of the library service team working in partnership with Team Leaders and Principal/Area Librarians. You will support the Service Manager and other Delivery Leads in achieving the organisational vision and outcomes.

You will manage your team to meet the outcomes in the Library Service Delivery plan. You will develop and maintain good working relationships with a range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

Specific role assignment:

You will be responsible for leading and managing the Library Stock Services team and to have overall responsibility for acquisitions, inter-library lending and stock management processes. You will also have responsibility for developing, managing and implementing consistent policies and strategies for the development and delivery of stock acquisitions and management, of the Virtual Library Service and Enquiry Service.

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Delivery responsibilities	<ul style="list-style-type: none"> • To lead, manage and inspire the Library Stock Services team and to have overall responsibility for acquisitions, inter-library lending and stock management processes. To ensure that technology is utilised to achieve efficiencies and value for money. • To develop, manage and implement consistent policies and strategies for development and delivery of stock acquisition and the management of the Virtual Library service and information and enquiry service. • To identify and promote the development of innovative new services that lead to major sustainable service improvements • To lead on customer insight, consultation and engagement and ensure that this informs service delivery and development • Working with the Principal Librarian Reading and Learning using data to ensure that stock across the network meets and reflects customer and community needs • Working with Area Librarians to set and monitor standards for stock and stock promotion • Maintain an in-depth awareness of the latest audience and publishing trends for fiction and non-fiction as well on-line resources • To lead on the research, promotion and development of the virtual library offer, creating business cases for new innovations that will increase audience awareness and engagement meeting community needs and aspirations • To lead on ensuring the development of a responsive and quality information/enquiry service • To be responsible for the effective management and forecasting of relevant delegated budgets, adhering to WCC financial regulations whilst ensuring that the budget is effectively spent and that the programme of activity supports the Library Service Plan objectives and income generation • To be responsible for negotiating service level agreements as required. • To be responsible and accountable for all aspects of staff management within Library Stock Services, Virtual Library and Enquiry teams. • To lead on recruitment, selection, supervision, appraisals, induction, training and development of staff, as appropriate within the area. • To contribute to Service planning processes and the achievement of relevant targets • To encourage, support and develop income generation opportunities. • To deputise for Senior Managers as required and attend specialist groups where appropriate • 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 • Within the area of responsibility to ensure the quality of the services within the remit of this post and that service and the business objectives, quality standards, performance targets and statutory duty and other obligations are met. • To proactively review operational performance and to make recommendations as to how performance can be improved. • To investigate, resolve and act on customer complaints relating to the responsibilities of the post.
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	<ul style="list-style-type: none"> • To maintain an awareness of changes and developments within the sector and to promote this to staff • To lead on training and support for staff in enquiry, information and stock 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 service. • To contribute to health & safety and environmental sustainability duties as directed by the Service Delivery Leads
Generic	<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 deputise for the Delivery Lead Libraries North/ South <p>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.</p> <ul style="list-style-type: none"> • To take responsibility as a keyholder and be willing to be called out to buildings 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 Library Services by better resource management • Increase in self-serve and self-sufficiency across the organisation through better digital capability

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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 • Knowledge and experience of stock and resource management • Experience of communicating clearly & effectively in person, in writing and giving presentations • Experience of answering enquiries using a range of reference 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 knowledge of 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 or hold a degree and be working towards a relevant qualification
Budget responsibility	
FTE responsibility <i>(line management)</i>	<p>Up to 7.2 FTE</p> <ul style="list-style-type: none"> • Virtual Library Manager • Enquiry Services Librarian • Electronic Information Officer • Library Stock Supervisor • Library Assistants Stock
Key stakeholder relationships	<p>Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members Customer service staff</p>

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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 (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• 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 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">• 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.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

V1.0

*service = service, team, functions

OFFICIAL

Our Behaviours

