

Warwickshire Libraries Area Librarian (North) Recruitment Pack



Warwickshire Libraries

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LIBRARY**





Area Librarian (North)

Scale K (£36,648- £39,186)

The Role

An exciting opportunity has arisen for an enthusiastic, motivated individual to join Warwickshire Library Service. The successful applicant will lead a team of staff in the North of the County, delivering high quality and innovative library services. You will have experience managing and promoting stock. The post will involve developing our library services and buildings and liaising with a wide range of partners.

You will need to be enthusiastic about customer service, outreach work, and developing events / activities. The role will involve encouraging and coaching your team and library staff to exceed customer expectations through effective 121's, appraisals and leading by example.

Having experience of working with members of the public you will understand the need to use your own initiative to problem solve and respond positively to ensure continuity of service.

Applicants will need to evidence operational and people management skills, leadership qualities, and the ability to undertake responsibility for performance and standards. You will support the Service Manager and Delivery Leads in achieving our organisational vision and outcomes.

Key Skills & Experience Required

- 3 years relevant experience in libraries or similar environment
- Experience of communicating clearly & effectively in person, in writing and giving presentations
- Experience of stock management
- 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.
- Highly proficient in the use of ICT and Windows based computer packages including word processing, spreadsheet and other ICT systems
- Good counselling skills to enable staff to manage difficult and challenge customers.
- Ability to travel effectively around the County.
- Ability to work flexibly- including Saturday, Sunday, evening and callout as required.

Contact details for post queries:

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About Warwickshire

Shakespeare's County is a great place to live and work with plenty to do, see and enjoy. The county covers an area of around 760 square miles and has several large towns but no city.

However Coventry - City of Culture in 2022 - is approximately 10 miles from Warwick, and Birmingham - which hosted the Commonwealth Games in 2022 - is about 30 miles from the county town.

The University of Warwick is actually located on the southern edge of Coventry, close to the Warwickshire town of Kenilworth.

Warwickshire is a green county (64% rural) - with a rich heritage and culture, and one of the fastest-growing economies in the country.

We have good schools, plenty of green public spaces, and a long list of world-famous attractions including Warwick Castle, the Royal Shakespeare Theatre, and Compton Verney Art Gallery.

Being at the heart of the Midlands motorway network makes it relatively easy to travel further afield.

About Libraries

Warwickshire Libraries are one of several universal, public facing services managed by Ayub Khan MBE within the Business and Customer Support section of the Resources Directorate. These include Meet and Greet, Library and Information Services, Registration Service, Heritage and Culture, and Communities and Partnership - all of which provide frontline services to the residents of Warwickshire.

We have 18 council-run libraries, three mobile libraries and a Schools Library Service, plus reading and learning, digital and outreach teams - and have recently introduced a tablet lending scheme. We also support a vibrant network of 13 social enterprise libraries, and our services actively involve hundreds of volunteers. We have been fortunate to have been awarded Capital Investment in order to update our estate and technology, and have plans for a flagship £19 million Library and Business centre in Nuneaton, as part of a major Transforming Nuneaton redevelopment scheme.

The service is part of the British Library's Living Knowledge Network and has a crucial role to play in delivering the Warwickshire Heritage and Culture Strategy 2020 - 2025 and allied Warwickshire Waterways Strategy. Both are key five-year strategies for the County Council, shaped around three main themes: health and wellbeing, sense of place and economic vibrancy.

Our work and programmes need to meet the key priorities of the Council Plan, which are:

- To have a thriving economy and places that have the right jobs, skills, education and infrastructure.
- A county where all people can live their best lives; where communities and individuals are supported to live safely, healthily, happily and independently.
- Sustainable for the future, which means adapting to and mitigating climate change and meeting net zero commitments.

