

JOB DESCRIPTION

Job Title:	Library Services Operations Manager		
Directorate:	Communities	Salary:	£36,363 - £40,777 plus £729 London Weighting
Section:	Library Services	Grade:	BG-G SCP 25 - 30
Location:	Various Community Library Hubs	Work Style:	Flexible

Key Objectives of the role

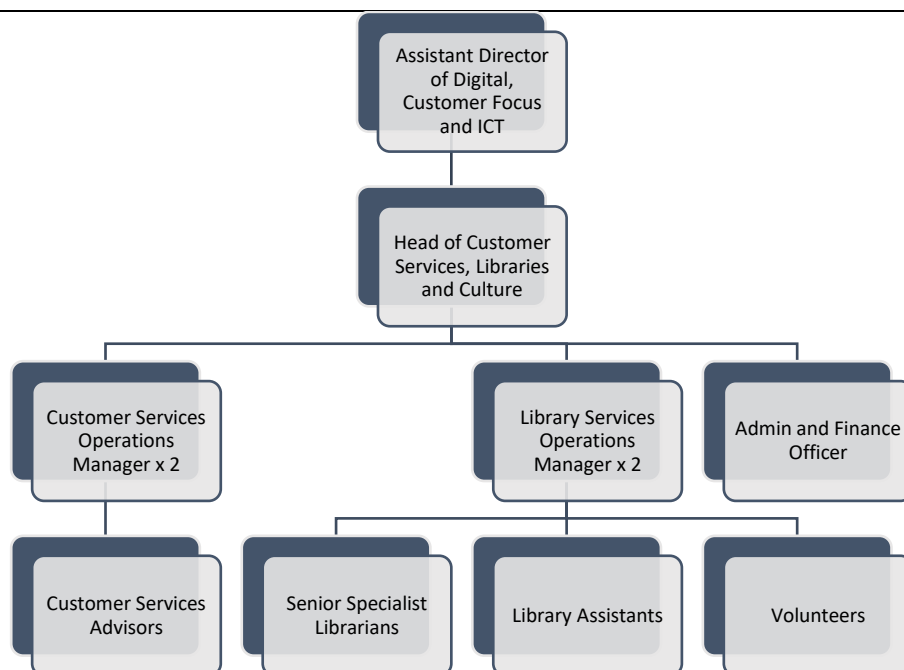
This role requires a dynamic and community-focused professional with a strong track record of managing operational teams in a library or public service setting. The Library Operations Manager is responsible for overseeing the daily operations of the library service, including supervising senior specialist librarians, library assistants, and volunteers. The role plays a pivotal part in developing the community hub model, enhancing the library service's contribution to local communities, and supporting the council's digital transformation.

- To lead and proactively drive the operational management of the Council's library services, developing and delivering efficient services aligned with the Council's strategic objectives.
- To foster a culture of community engagement and develop libraries as vibrant community hubs, promoting accessibility, learning, cultural activities, and digital inclusion.
- To support the Head of Customer Services, Libraries and Culture in implementing service improvements and innovations that align with the council's digital transformation strategy and enhance the customer experience.

Designation of post and position within departmental structure

Reports to: Head of Customer Services, Libraries, and Culture

Direct Reports: Senior Specialist Librarians, Library Assistants, Volunteers



Daily and monthly responsibilities

- **Operational Management & Service Delivery:** Ensure the effective day-to-day running of library services, including staff and volunteer supervision across multiple community hub locations. Allocate staffing resources efficiently to meet community demands and ensure high-quality customer service is consistently provided.
- **Community Library Hub Development:** Lead the development of libraries as community hubs, ensuring they serve as inclusive spaces for learning, cultural exchange, and community engagement. Work closely with local community groups and partners to host events and support community activities.
- **Digital Transformation:** Drive the integration of digital tools and services into library operations to enhance accessibility and customer experience. Promote digital literacy initiatives and work in partnership with the Head of Digital Change and Service Improvement to support the council's digital agenda.
- **Staff and Volunteer Oversight:** Provide line management, coaching, and development opportunities for senior librarians, library assistants, and volunteers. Empower and train volunteers to support core library services effectively, ensuring they complement professional staff's work.
- **Customer Experience Management:** Foster a customer-centric culture, ensuring library staff and volunteers are focused on delivering a high-quality customer experience. Address escalated customer issues promptly and use feedback to drive service improvements.
- **Service Improvement & Performance Monitoring:** Develop initiatives to enhance library services based on data analysis and community feedback. Monitor and report on service performance to ensure continuous improvement and alignment with council goals.
- **Community Engagement:** Engage actively with local residents and groups to understand community needs, develop relevant services, and enhance community participation in library activities. Promote library services through various communication channels to increase community involvement.
- **Financial & Resource Management:** Manage the operational budget for library services, ensuring value for money in all activities. Identify opportunities for cost savings while maintaining or enhancing service quality.

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- **Health & Safety.** To be responsible for Health and safety procedures, including regular testing of emergency lights and fire alarms, risk assessments, and ensuring that correct health and safety documentation and records are kept and files are maintained to comply with legislation directed by the Corporate Landlord or tenancy agreements.

Scope of role

- **Community Hub Library Leadership:** Lead the transformation of libraries into community hubs that meet local needs, providing spaces for social interaction, learning, and cultural activities.
- **Digital Integration:** Support the council’s digital transformation by integrating modern technologies into library services, promoting digital literacy, and improving service efficiency.
- **Volunteer Coordination:** Oversee volunteer involvement in library services, ensuring they are effectively engaged and trained to enhance the community service offering.
- **On-call:** To be part of an on-call rota covering Saturday and emergency out-of-hours calls, working in circumstances that require an on-site presence.

Commitment to the Council’s Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Experience in library management, community services, or public administration. • Strong leadership and people management skills, with the ability to motivate and develop staff and volunteers. • Excellent organisational and operational management skills with a focus on customer service delivery • Ability to engage effectively with community groups and partners to enhance service offerings. • Strong communication skills, both verbal and written, with the ability to represent the service effectively in the community. 	<ul style="list-style-type: none"> • Certification in community engagement, library studies, or digital transformation.
Competence Summary (Knowledge, abilities, skills, experience)	<ul style="list-style-type: none"> • Customer-focused, with a strong commitment to delivering high-quality, accessible services. • Proactive and adaptable, capable of responding to changing community needs and service challenges. • Excellent problem-solving skills, with the ability to work under pressure to meet deadlines. 	
Work-related Personal Requirements	<ul style="list-style-type: none"> • Location: Flexibility to work across various community hub locations within Bracknell Forest Council. • Commitment: Dedicated to improving library services and developing community hubs to serve all community members. • The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment. • Access to a car for work purposes. 	
Other Work Requirements	<ul style="list-style-type: none"> • A satisfactory enhanced Disclosure and Barring Service check. 	

- The ability to converse easily with members of the public and respond effectively to questions.
- This post is exempt from the Rehabilitation of Offenders Act 1974

Role models and demonstrates the Council’s values and behaviours

Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.

We make our values real by demonstrating them in how we behave every day.

All staff should hold a duty and commitment to observing the Council’s Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

