



<b>Job Description</b>			Job Reference
Job Title	Libraries and Community Area Lead		
Service	Community & Partnerships	Team	Communities and Partnerships
Location	Community and Libraries		
Reports to	Community and Partnership Service Manager		
Responsible for			
Grade	Type of position:	Date	
9	Permanent - Full Time	10/11/23	

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

#### **Service Purpose**

Community engagement and partnerships facilitates the relationship between our organisation, our partners and our surrounding community. This involves working with people and groups in local areas to promote and support engagement and access to a wide range of commissioned and non-commissioned services within the borough.

The service supports delivery of key strategic objectives such as the Health and Wellbeing Strategy, the Customer Communities and Partnership Programme, Tackling Poverty Strategy and wider Public Health approaches.

The service supports various projects locally aiming to strengthen our social fabric whilst fostering a sense of local pride, inclusion and belonging. This is achieved through provision of services and activities that meet identified need within our community, enhances physical, cultural and social ties and give access to local amenities, services and community-led projects.

#### **Purpose of the role**

- Oversee the day to day running of the statutory public library across multiple sites.
- Work with local partners and charities to enhance library services and community engagement services to improve outcomes for disadvantaged residents.
- Building capacity within communities to enable local representation generally, and to ensure that the needs of a diverse community are identified and met.
- Ensure a safe and welcoming environment for all members of the community using service.
- Work to ensure delivery against corporate strategic priorities through various methods of delivery.

<b><u>Responsibilities and duties</u></b>	
1	Supporting the development and delivery of the Councils community based offer via Libraries and Community Centres and partner sites within the community
2	Management of front line service provision including the allocation, deployment and management of staff across multiple service points.
3	Problem solving, e.g. dealing with complex enquiries and balancing staff resources across a number of venues to ensure continuity of service delivery at lowest cost.
4	Buildings and facilities management, including Health & Safety procedures and escalation of building faults across multiple sites.
5	Manage, supervise, motivate and develop staff in the delivery of Council priorities. This includes staffing scheduling for the buildings within their remit, and working with and supporting their colleagues to dynamically deploy staff between sites to ensure continuity of service
6	Work with colleagues within the team, and within the wider council to co-ordinate the Council's Community Engagement activity across the borough
7	Manage data collection and adhere to reporting requirements against council priorities and in line with the service objectives.
<b>Supervision Received</b>	Formal supervision is provided with the Community and Partnership Service Manager
<b>Supervision Given</b>	<p>The post line manages staff which may include Library Assistants, Senior Library Assistants, Library Outreach Staff, Community Engagement and Intelligence Officers, Volunteers</p> <p>The post manages up to 14 FTE staff</p>
<b>Contacts &amp; Working Relationships</b>	<ul style="list-style-type: none"> <li>Residents/members of the local community</li> <li>Internal cross departmental</li> <li>Voluntary and community groups</li> <li>Towns and Parish Councils</li> <li>Key stakeholders and partners</li> <li>Elected Members</li> </ul>
<b>Management of resources or budget</b>	<p>Management of buildings including acting as the H&amp;S 'responsible manager'.</p> <p>Management of library book stock</p> <p>The post has delegated day to day management of casual staff budgets and library book stock budgets</p>
<b>Special Factors</b>	<p>Willingness and flexibility to undertake a range of activity which supports the team and service and service users.</p> <p>Working outside of office hours, including regular work to 7pm, and regular work on Saturdays – hours are scheduled over a 3 week rota.</p> <p>The post holder will be required to work at sites across the service dependent upon need</p>

### Organisation Chart



### Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Degree in related discipline (or demonstrable skills/experience to that level)		X
Management/Leadership qualification (or demonstrable skills/experience to that level)	X	
Evidence of continuing professional development	X	
Knowledge	Essential	Desirable
Understanding of local and national Library policy	X	
Understanding of delivery of community based services	X	
Knowledge of H&S frameworks required for building management	X	
Good working knowledge of local demographics and geographics, stakeholders and working with the community and voluntary sector.	X	
Excellent interpersonal skills with the ability to interact and build trusting relationships with a range of different staff, residents, and organisations.	X	

Ability to work to agreed timescales and work flexibly to support planning and delivery of a range of different activities.	<b>X</b>	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience in team leadership/management	<b>X</b>	
Experience in building management including H&S risk management processes	<b>X</b>	
Working effectively, flexibly and collaboratively with different key stakeholders	<b>X</b>	
Experience working in a community focused customer service environment	<b>X</b>	
Experience of working with computerised library systems	<b>X</b>	
<b>Completed by:</b>	RJA	<b>Date: 10/11/23</b>