

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION: Culture and Community Safety

JOB TITLE: **Library Services Manager**

ROLE PROFILE

Job Title:	Library Services Manager
Directorate:	Sustainable Communities, Regeneration and Economic
Division:	Culture and community safety
Grade:	Grade 16
Hours (per week):	36
Reports to:	Head of Culture, Leisure & Libraries
Responsible for:	Library Operations Manager Library Building & Systems Manager Library Development & Marketing Manager IT Project Manager Other project freelancers & contractors as required
Role Purpose and Role Dimensions:	To deliver a high quality, modern library service which meets the requirements of the local community and the priorities of the library strategic plans
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	<ul style="list-style-type: none">• Members of the public• Libraries Connected• London Libraries• The Libraries Consortium• Library service suppliers• Other local authorities• Partner organisations including cultural and community bodies• Government agencies e.g. DCMS, DCLG• Arts Council England• Third sector/voluntary organisations

Key Internal Contacts:

Head of Culture, Leisure & Libraries
Cabinet Member for Culture and Communities
Cabinet and ward councillors
Culture, Leisure & Libraries management team
Information Management Team
ICT
Human Resources
Facilities management and Assets

Financial Dimensions:

To manage libraries expenditure and income in line with agreed budgets and the council's financial governance parameters

Overall responsibility for income management from external grants, fees and charges and hires.

Key Areas for Decision Making:

To develop the service strategic plans and ensure the library service is delivered to meet their aims

To manage and develop the library management team, ensuring a consistent approach is taken to the delivery of library services with high standards

To develop the library offer to provide a modern service across the Universal Offers, seeking partnerships and developing programmes to increase engagement

To develop business cases when growth or capital investment is needed in order to provide a modern library service in line with strategic service plans

Contribute to the development and implementation of the Culture, Leisure and Libraries Service Plan; and to wider Cultural Strategies.

Other Considerations:

The post holder will be expected to demonstrate flexibility in working hours and locations to support the needs of staff team and service delivery. This may require evening and weekend working and/or a change of location with prior notice.

Deputise for Head of Culture, Leisure and Libraries as required.

Willingness to provide temporary cover for other managers in the Culture, Leisure & Libraries as required.

Undertaking any other duties as required including responding to emergencies relating to library services.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA.\)](#)

Yes

Key Accountabilities and Result Areas: **Key Elements:**

Lead a high performing library service

- Leading and managing the library management team to ensure a consistent approach is taken to the delivery of a modern, developing library services
- Managing and taking responsibility for the financial performance of the libraries including best value for money across the service through setting of budgets and monthly monitoring of income, expenditure and usage
- Developing partnerships within the council and other key stakeholders/organisations across the sector to develop a programme of activities that meet national, regional and local identified needs and library Universal Offers
- Ensure stock, information, online and e-book resources are appropriate to support service delivery and reinforce event programming, in collaboration with Library Buildings and Systems Manager
- Ensuring collaboration between the library management team and the frontline supervisors to understand and meet the needs of the local community

- Using IT tools to deliver an excellent service including statistical reporting.
- Taking a service lead on safeguarding for vulnerable people and children
- Ensuring full compliance with council policies and procedures and all documentation required by management including (but not limited to) Risk Registers, Business Continuity Plans (BCPs), performance reports, member briefings, etc.

Leading and managing the library workforce

This will involve:

- Leading, motivating, managing and developing the library management teams
- Managing and overseeing the performance of staff through appraisals, target setting and regular 1:1s and ensuring staff are trained accordingly to achieve the aims of the library strategy and service plan
- Ensuring library staff have the appropriate skills, training and development to support delivery of services
- Submitting administrative statistics and staff returns as required.
- Recruiting, training and managing library staff, liaising with other senior staff to ensure effective deployment.
- Creating a performance culture in which library staff are encouraged to innovate and in which poor performance or regular absence is appropriately managed.

Lead the development of the library service offer

This will involve:

- Keeping abreast of national policy, initiatives, innovation and legislation in the sector and assessing the impact and how it could be applied to develop Croydon library service
- Forming new partnerships and sustaining current partnerships and working with key stakeholders at national and local level to ensure Croydon libraries are continuously evolving
- Making recommendations for change and applying for funding to support the innovative development of library services

- Ensuring services provided are reflective of the communities being served by taking a data and intelligence led approach to understanding local communities and need.
- Responsibility for co-ordinating the development, implementation, monitoring and review of operational plans focusing on continuous improvement of the libraries.
- Playing an active role in the ongoing strategic management and development of library services within the Culture and Community Safety department
- Supporting the Head of Culture, Leisure & Libraries in the development and delivery of the annual service plans and service development meetings
- To act as an effective member of the libraries management team and Culture, Leisure and Libraries team, providing visible leadership of the service and working with and supporting other management team members as required
- Work closely with colleagues across the Council on programmes to increase usage of libraries and improve the local offer for residents

Support collaboration and partnership working across the Culture, Leisure, Heritage & Libraries team

This will involve:

- Working closely with the Heritage Service Manager to develop a coordinated programme of activities and events across the whole service
- Ensuring developments are identified that improve the customer experience when visiting libraries and museums
- Developing the library offer as part of major culture programme events
- Managing staff to ensure a coordinated approach is taken for service development and volunteering across the whole service

The specific duties of the post may change from

time to time as the service develops into different areas of provision without altering the nature of the post

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Gaining a thorough understanding of the roles of colleagues within the Culture, Leisure and Libraries Service, and ensuring up-to-date knowledge of projects to be able to answer basic enquiries in case of colleague absence
- Working collaboratively with services, staff and managers to develop workable and innovative solutions to complex problems as a means of increasing efficiency, improving the delivery and reach of the programme to residents and partners
- Undertaking training as required for the role
- Participating in the development, implementation and monitoring of programme plans
- Championing the professional integrity of the service
- Attend and contribute to team and service meetings

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Essential knowledge:

- A detailed understanding of what constitutes a successful library service
- A detailed understanding of public sector priorities and pressures
- Good understanding of effective staff management across multiple sites
- Excellent knowledge on matters relating to Health and safety and safeguarding in a library environment
- Understanding of the local government context and the role that libraries can play in addressing the wider priorities of a council (such as health, wellbeing, employability, culture etc)

Essential skills and abilities:

- Proven leadership skills and the ability to manage and motivate staff
- Proven commitment to, and understanding of, the needs of public library services
- Ability to interact with internal and external contacts at all levels, displaying a professional attitude at all times
- Ability to work well under pressure and within strict time frames
- Ability to prioritise multiple responsibilities, and display sound judgement and co-ordination
- Ability to produce reports, letters, email communication etc that are well structured, use plain English and written with a high standard of spelling and grammar
- Ability to communicate proficiently and work collaboratively in order to engage different audiences with library services including delivery partners and potential library users
- Assertive and confident
- Flexibility to work outside of normal office hours
- Committed, loyal, highly motivated and tenacious
- Flexibility and ability to manage change
 - Flexibility in working hours and location to support the needs of libraries and service delivery

Essential experience:

- Experience of working in a local authority environment, with a track record in delivering high-performing library and cultural services.
- Experience of working at a strategic level
- Proven track record of successful grant applications and delivering funded projects
- Experience of partnership working
- Experience of developing and managing budgets and working within the constraints laid out
- Experience of multi-site and remote management
- Experience of working in a results-orientated environment
- Experience of driving service improvement through effective performance monitoring.
- Experience of managing staff

