

Role Profile

Job Title:	Head of Libraries
Location:	Colindale & Libraries (Hybrid/On site as required)
Department:	Greenspaces, Libraries and Leisure
Directorate:	Communities, Adults & Health
Grade:	Grade 7
Salary Range:	£89,701 – 100,459
Reports to:	Assistant Director - Greenspaces, Libraries and Leisure

Job Purpose

The Head of Service is responsible for supporting the delivery of the library service, through the effective management of Library locations, workforce and community engagement.

Purpose of job includes:

- To lead on the transformation and development of the library Service and make recommendations for the future strategy.
- To be responsible for the leadership, management and development of the library workforce.
- To manage the libraries budget and ensure that all aspects of service delivery are undertaken in an efficient and effective manner.
- To contribute to corporate programmes at a strategic level, including developing partnership working with other council services and other organisations to ensure services meet the needs of customers and communities.
- To be responsible for all management information and business insight data produced in Library Service.
- To lead a high performance and quality culture.
- To be responsible for ensuring the Health & Safety is monitored and reviewed across the difference types of opening hours, i.e. staffed. Volunteer supported and self-service

Key accountabilities/duties/responsibilities:

- To be responsible for library service budget management, ensuring that a balanced budget is achieved across all cost centres.
- To lead and develop the library service undertaking effective business planning to ensure sustainability of the service.
- To work with other organisations and partners to develop services within Barnet.

- To develop, maintain and monitor secure public access to library systems and the internet.
- To develop statistics, management information and reports to ensure effective service delivery.

Leadership and Management:

- To develop and lead a high-performance culture by providing staff with opportunities to develop.
- To ensure the delivery of effective performance management within the service.
- To provide advice to senior managers and Members in areas of your professional expertise.
- To be responsible for the delivery of high-quality library services in both staffed and self-service opening hours.
- To develop, design and implement work programmes according to service priorities.
- To use performance data to inform decision making within work areas and to recommend changes to improve efficiency and effectiveness service wide.
- To develop service management teams so that they have the skills, experience and motivation necessary to deliver an excellent service that is flexible and agile enough to meet changing customer needs and demands.
- To be responsible for recruitment and selection, staff management, and development, for the service.

Change and Improvement:

- To lead any necessary further development of the Library Strategy in line with corporate priorities.
- To brief Council members, senior officers and staff on the implications of change, observing the consultation/feedback process where applicable.
- To lead or contribute as appropriate to corporate working groups to develop policies and working practices to support the themes and objectives of the council and key projects of the Council.
- To lead the planning, design and implementation of new technologies, services, and products in the Library Service, reviewing suitability, costs, staffing implications, training needs and best practises benchmarked against national standards

Staff Responsibilities:

- Direct line management of: The Operations and Customer Service Manager, the Service Development Manager, the SLRS Team Leader and the Library Service Projects Officer.
- Responsibility for staff managed by the above-mentioned staff

Financial Responsibilities:

- To prepare service plans and proposals for the annual budget process in line with corporate procedures, to agreed timescales.
- To develop, plan and manage the libraries capital and revenue budgets, ensuring that effective monitoring systems are in place to assist in cost centre budget management by delegated staff members.
- To provide regular budgetary statements and analysis of performance in accordance with management and audit requirements.
- To manage and oversee the Internal Control Checklist for the service and ensure required actions are taken.
- To ensure the effective use of buildings and fleet vehicles and maintain overall responsibility for building repairs/maintenance and security.
- To seek opportunities for income generation and grant funding.

Health and Safety Responsibilities:

- To ensure safe and efficient delivery of service through high standards of health and safety and reducing risk.
- To ensure the service adheres to safeguarding best practice.
- Take care of your own and other's safety, health, and wellbeing.

Other Responsibilities:

- To ensure communication standards are maintained, seek customer feedback, ensuring it is handled appropriately and sensitively and is referred on as necessary.
- To refer customers to other services using the most appropriate channels of communication and access.

Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values.
- To ensure that a high level of confidentiality is maintained in all aspects of work.

Flexibility

- The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.
- This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of its services.
- All staff are expected to promote equality in the work place and in the services the council delivers.

Caring / Learning to Improve / Inclusive / Collaboration

PERSON SPECIFICATION

Job Title:	Head of Libraries
Location:	Colindale & Libraries (Hybrid/On site as required)
Department:	Greenspaces, Libraries and Leisure
Directorate:	Communities, Adults & Health
Grade:	7
Salary Range:	£89,701 – 100,459
Reports to:	Assistant Director - Greenspaces, Libraries and Leisure

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
<ul style="list-style-type: none"> Educated to degree level or above with significant experience or professional qualification 	Essential	Application
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of operating at a senior management level in a complex organisation, ideally within Libraries or Communities, Adults and Health. Understanding of the legislation, statutory obligations, policies and procedures that affect the day to day running of a library. 	Desirable	Application
<ul style="list-style-type: none"> Understanding and experience in ensuring Safeguarding processes and systems are in place and used across service area 	Essential	Application
<ul style="list-style-type: none"> Experience of delivering service on budget, and monitoring and report monthly and quarterly variance and projections 	Essential	Interview
<ul style="list-style-type: none"> Experience of leading on managing large scale, politically sensitive development and change projects. 	Essential	Application

<ul style="list-style-type: none"> • Significant experience of financial planning including setting, managing and monitoring substantial and complex budgets. 	Essential	Application & Interview
<ul style="list-style-type: none"> • Able to fully utilise standard Microsoft Office products. 	Essential	Application & Interview
Skill & Ability		
Leadership & Management Skills		
<ul style="list-style-type: none"> • Planning, organising and controlling skills • Previous experience of setting and managing performance standards and providing constructive feedback on areas for improvement. • Able to demonstrate excellent leadership skills and experience of managing, developing and motivating individuals and teams to deliver a quality service and organisational goals. • Demonstrates a high level of personal drive and energy that sets an example to others. • Experience of developing and delivering strategic and operational plans for library services. 	Essential	Interview
Communication & Influencing		
<ul style="list-style-type: none"> • Experience of developing and maintaining effective network of working relationships with a complex range of internal and external stakeholders. • Experience of using a range of communication styles and skills to manage and resolve complex, sensitive public relations issues. • Experience of using a range of communication styles to influence and challenge the decisions and actions of others. • Experience of using influencing and negotiation skills to lead staff through complex and sensitive periods of change. • Experience of designing and delivering effective presentations to a wide range of audiences. 	Essential	Application & Interview
Initiative & Innovation		

<ul style="list-style-type: none"> • Experience of using management information to drive improvements in service performance • Previous experience of leading, managing and developing staff to deliver a quality service. • Previous experience of identifying innovative and creative solutions to develop and deliver a sustainable service. • Understanding and experience of ensuring compliance with complex legislative requirements, including, safeguarding, health and safety. • Ability to lead the implementation and co-ordination of a new model of library service, ensuring innovation and effective integration takes place across all different forms of library provision. 	<p>Essential</p>	<p>Application & Interview</p>
<p>Respecting others:</p> <ul style="list-style-type: none"> • To ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting and enabling equality of opportunity, promoting the diverse needs and aspirations of Barnet's community, ensuring equality and diversity is mainstreamed in all service/directorate activities • Actively champion and promote equality and diversity • Acts on and achieve the promises and commitments made to customers, colleagues, and partners • Demonstrates impartiality and objectivity when taking actions and making decisions 	<p>Essential</p>	<p>Interview</p>
<p>Striving for excellence:</p> <ul style="list-style-type: none"> • Demonstrates a high level of personal drive and energy that sets an example to others • Fosters a dynamic, achievement orientated culture • Manages time and prioritises work to maximise productivity and effectiveness • Consistently striving for improvement • Analysing and identifying issues and problems and finding solutions • Actively seeks out new challenges 	<p>Essential</p>	<p>Interview</p>
<p>Setting direction:</p>		

<ul style="list-style-type: none"> Keeps abreast of relevant national developments as part of continuous professional development Develops partnerships with internal and external clients to establish tactical and strategic plans to support the council's business Encourages a culture of continuous improvement and responsiveness to change Adapts leadership style to suit the situation 	Essential	Interview
<p>Managing performance:</p> <ul style="list-style-type: none"> Establish performance standards and effective monitoring of outcomes Uses performance indicators to proactively improve performance 	Essential	Application & Interview
<p>Developing talent:</p> <ul style="list-style-type: none"> Demonstrates a commitment to own personal development and learning Actively looking for new challenges and to learn new skills Ability to provide constructive feedback on strengths and areas for performance improvement 	Essential	Application & Interview
<p>Team working:</p> <ul style="list-style-type: none"> Support colleagues within the team by developing, maintaining and documenting standard operational procedures relating to data collection processes, ensuring procedures are accurate and up to date It may be necessary for the post holder to arrange meetings with colleagues to plan objectives and work commitments for multidisciplinary research, audits and projects 	Essential	Interview
<p>Cross Barnet working:</p> <ul style="list-style-type: none"> Actively participates in cross-functional networks and groups and promotes own service within these Displays a clear understanding of the roles and functions of the organisation, and the links between service areas Shares knowledge and information for the benefit of others Has a clear understanding of the political make up and decision making processes of the Council Builds strong and positive working relationships with others Has a clear understanding and broad knowledge of the key functions of the Council 	Essential	Application & Interview
<p>External partnership working:</p>		

<ul style="list-style-type: none"> Works effectively with representatives of partner organisations including contractors 	Essential	Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview

Caring for **people**, our **places** and the **planet**

Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview