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## Role Profile

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| Job Title:    | Assistant Library Customer Services Manager |
| Location:     |   |
| Department:   | Libraries                                   |
| Directorate:  | Family Services                             |
| Grade:        | G   |
| Salary Range: | £35448 - £38934                             |
| Reports to:   | Library Customer Services Manager           |

## 1. Purpose of Job:

- Be responsible for maintaining service standards within designated branches across the different types of opening hours: staffed; volunteer-supported and technology enabled.
- To develop and maintain knowledge of local communities and use the information to develop local partnerships and services that feeds into service-wide planning.
- To be responsible for the management, development and deployment of staff and volunteers within your designated library.
- To work with the Library Customer Service Manager, the Service Development Team, and Community Development Team to develop and deliver themes such as stock promotion, reader development, services to disadvantaged groups, outreach, home library services and income generating activities.
- To be responsible for security of the Council's assets- including buildings, vehicles IT, stock, cash and the delivery of all services within the designated service point under the direction of the Library Customer Services Manager.
- To support the Home Library Service as applicable to base site under the direction of the LCSM.

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## 2. Key Responsibilities

- To develop local knowledge and relevant local partnerships.
- To provide day to day support to the partnership library in the relevant locality.
- To provide day-to-day support to the Home Library Service as applicable to base location.
- To be responsible for staff management, development, recruitment & selection within designated library.
- To ensure services are customer and community focused.
- To act as lead for Operations on various projects and initiatives.
- To ensure the effective implementation of stock management programmes.
- To maintain and monitor secure public access to library systems and the internet.

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- To develop and carry out routines on library systems to facilitate the effective running of the frontline and back-office services.
- To produce statistics, management information and reports from library systems.

### 3. Leadership and Management

- To be responsible for the recruitment and development of volunteers within the designated **library and services** and ensure that service standards are maintained.
- To be responsible for performance management within the designated library, **projects and services**.
- To be responsible for the co-ordination of the timetable of daily duties and organising relief in the designated branch.
- To develop the service and implement proposals for income generation following senior management review.

### 4. Staff responsibilities

- Direct line management of:
- Library Customer Services Officer(s)
- **Home Library Officer**
- **Saturday, Evening and Daytime Assistants**
- **Recruitment**, Supervision and management of volunteers

### 5. Financial Responsibilities

- To be responsible for the financial arrangements at a library for example, undertaking all income procedures including overseeing banking and ensuring that customers can complete financial transactions in unstaffed opening hours
- To monitor budgets as required under the direction of the Library Customer Services Manager.

### 6. Health and Safety Responsibilities:

- To carry out daily checks to ensure that health & safety is maintained across the different types of opening hours; staffed; volunteer supported and technology enabled, reporting any problems to the Operations and Customer Services Manager.
- To assist the premises controller and undertake risk assessments under the direction of the LCSM.
- To assist with current safeguarding best practice.

## 7. 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. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

## 8. 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.
- Regular evening and Saturday working is necessary, unless the post requires other arrangements. In addition, the post holder will be required to work in multiple branches on a daily basis and may be called upon to work in any Barnet Library, dependent on service needs.

## 9. 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.

## PERSON SPECIFICATION

| Criteria   | Essential/Desirable | Assessed by:          |
|--|---------------------|-----------------------|
| <b>Professional Membership/Qualification</b>   |                     |                       |
| A good standard of education GCSE A-C or equivalent.   | Essential           | Application           |
| Good standard of numeracy and literacy skills  | Essential           | Application           |
| <b>Experience &amp; Knowledge</b>  |                     |                       |
| Previous experience of working in and managing a library.  | Desirable           | Application/Interview |
| Experience of implementing and ensuring compliance with complex legislative requirements, including, safeguarding and health and safety. | Desirable           | Application/Interview |
| Experience of delivering excellent customer services.  | Essential           | Application/Interview |
| Knowledge of library resources and how to resolve customer enquiries.  | Essential           | Application/Interview |
| <b>Skill &amp; Ability</b>   |                     |                       |
| High standard of numeracy and literacy skills.   | Essential           | Application/Interview |
| High level of IT literacy.   | Essential           | Application/Interview |
| Good general standard of education equivalent to GCSE Grades A-C in English .  | Essential           | Application/Interview |
| Experience of recruiting, managing, motivating and developing staff and volunteers to ensure excellent service delivery.                 | Desirable           | Application/Interview |
| Experience of working with senior management to develop and deliver service improvements.  | Desirable           | Application/Interview |
| Experience of financial management including income monitoring, processing financial transactions and banking.                           | Essential           | Application/Interview |

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| Experience of organising own workload and managing changing priorities.   | Essential | Application/Interview |
| Experience of analysing data and producing management reports.  | Desirable | Application/Interview |
| Experience of communicating with and influencing internal and external stakeholders.  | Essential | Application/Interview |
| Experience of establishing and maintaining effective partnership working within a defined geographical area                       | Desirable | Application/Interview |
| Experience of dealing with a range of staffing issues including disciplinary, grievance, sickness and performance related issues. | Desirable | Application/Interview |
| Ability to work effectively and collaboratively as part of a team.  | Essential | Application/Interview |
| Proven ability to identify problems and provide workable solutions on a range of issues.  | Essential | Application/Interview |
| Experience of assisting with and implementing income generating projects.   | Essential | Application/Interview |
| <b>Values &amp; Behaviours</b>  |           |                       |
| <b>Caring</b>   |           |                       |
| Integrity- I work with candidates and colleagues in a way that builds trust.  | Essential | Application/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 | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt      | Essential | Application/Interview |
| <b>Learning to Improve</b>  |           |                       |
| Agile-I am fully empowered to act within the scope of my role   | Essential | Application/Interview |

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| 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 | Application/Interview |
| <b>Inclusive</b>  |           |                       |
| 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   | Desirable | Application/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 | Application/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 | Application/Interview |
| <b>Collaborative</b>  |           |                       |
| 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 | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet  | Essential | Application/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  | Desirable | Application/Interview |