



JOB TITLE:	Library Supervisor		
GRADE:	G6	SERVICE AREA:	Leisure, Culture & Operations
JOB CODE:	EE165LIBRG6		
REPORTS TO:	Library Operations and Projects Manager	LOCATION:	Lichfield Street "Hub"/ any Council premises within the borough
SPECIAL CONDITIONS:	<p>The service operates on a Monday to Sunday basis and therefore attendance at events and other public meetings will be required.</p> <p>The role will be subject to a good standard of education and a NVQ Level 3 or equivalent experience.</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

1. Main purpose of the job role:

The post holder will support the effective, day to day operational delivery of the Lichfield Street 'Hub', ensuring the service engages with local communities and offers the highest possible standard of customer care and experience, in line with best practice.

Supporting the Library, Work & Skills Manager to deliver a joined up service, working towards increased sustainability with clear strategies in place to ensure the objectives of the service are achieved in line with agreed targets and the Service Business Plan.

2. Role specific duties and accountabilities:

- Represent the Lichfield Street 'Hub' and participate in working groups / task groups and be fully involved in team and service planning.
- Support the effective delivery of projects, within agreed time constraints and report to the Library, Work & Skills Manager
- Contribute to the management of staff and services of the Council in a manner that builds ownership and commitment and promotes a strong performance culture that connects strategies to action, provides accountability and delivers results. To assist with lead projects as required.
- Ensure that the services provided are fully compliant with Council strategy, vision, aims, objectives and priorities and play their part in achieving these. This includes compliance with Standing Orders and Financial Regulations. Where applicable, to manage budgets and other resources.

- To maximise opportunities for external funding in so far as these are compatible with agreed Business Plans and corporate objectives.
- Maintain appropriate links between departments to ensure the service meets corporate and locally set quality standards.
- Through the Library, Work & Skills Manager deal with enquiries on behalf of the service
- Lead areas of activity and promote effective cross-directorate working so as to deliver integrated solutions that optimise the use of resources and achieve Best Value and continuous improvement.
- Develop and promote effective partnerships with government departments, professional bodies and other organisations to promote the Council's interests and build its reputation.
- Provide clear, balanced and accurate advice and guidance to the senior management team on issues arising within the post holder's areas of responsibility.
- Provide leadership and a strong sense of direction and purpose within the team(s) for which the jobholder is accountable.
- Manage the selection and deployment of people for whom the jobholder is responsible to maximise their contribution to corporate and team goals.
- To promote the importance and benefits of quality and to lead the continued achievement of quality standards, including Investors in People and other relevant quality accreditations.
- To promote / lead in the development and implementation of new ways of working and modernised service delivery, including the use of e-working.
- To manage and monitor all service budgets as appropriate and ensure probity and stringent financial control is implemented ensuring maximum cost efficiency in all aspects of management
- Support the Library, Work & Skills Manager in delivering an effective service ensuring;
 - a consistent standard of customer care is maintained and the service is delivered efficiently to the public, in accordance with the Council's policies and relevant legislative requirements;
 - all manual and computerised information is maintained in-line with the Council's data management and control requirements (Forum for Information Governance and Assurance - FIGA);
 - timely and efficient collection and collation of financial and statistical information is readily available to enable a periodic review of service delivery and fees and charges;
 - ordering of conservation supplies and materials and control of stock for publications
 - Effective communication is maintained in the interests of providing a coordinated service.

- Assist in marketing and promoting the service and materials, by arranging exhibitions, to all users and potential users, to attract a multi-disciplinary audience.
- Contribute to the acquiring and accessioning of new library material.
- Support the acquisition, cataloguing and classification of local resources, maintaining accurate records of work.
- Ensure the excellent presentation of the Lichfield Street 'Hub' and that all information and resources are accurate and up-to-date at all times.
- To ensure that all data pertaining to the delivery of the service is accurate and that the monitoring and review of processes and practices relating to data is timely and robust. Where significant issues are identified appropriate remedial action is taken to address them.
- To negotiate and / or manage the financial resources required to support the Business Plan and to manage service provision within the allocated budget.
- To manage the effective planning, deployment and control of the resources available so as to enable the achievement of agreed targets, objectives and standards. To restructure services as necessary to ensure resources are deployed to optimal effect
- Actively support the participation in schemes that improve customer experience, enable staff development and, where appropriate, seek external accreditation.
- To develop / support and promote a strong customer-focused performance culture within the service team, ensuring the provision of cost effective, efficient, high quality services to the Council, its members and its departments in line with their identified needs.
- Ensure services are provided to the highest possible standards within the resources available.
- To implement effective systems for setting targets, managing performance, reporting systems, identifying and overcoming weaknesses and delivering sustained improvements.
- To ensure services proactively support internal and external partners in areas of their work which have a relevant dimension. Where applicable, to negotiate service level agreements with client departments / project coordinators / partners to ensure roles and responsibilities are clearly understood and that the outcomes for the post holder's services are achievable. To provide analyses and reports as appropriate.
- To supervise the performance of the service team(s) for which the jobholder is responsible, and to respond and deal with weak / poor performance. To develop appropriate performance indicators as required.
- To promote the development of a confident learning culture within all service areas for which the jobholder is responsible, including the requirement that all staff have and achieve personal / professional development plans that are integrated with the Service Plan. Manage the personal development scheme / strategy with respect to staff within the post holder's team in accordance with the council's Policies.

- To support the development of a culture of continuous quality improvement within the services for which the jobholder is accountable, providing advice and encouragement for the implementation and monitoring of quality policies, standards and systems.
- To ensure that output and quality of work is of the highest quality and accords where appropriate with current regulations / legislation / Council standards.
- This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be reviewed periodically to ensure it remains appropriate for the role.
- The areas for which the jobholder is responsible will be kept under review and may change over time in response to emerging priorities and organisational development.
- Develop and maintain relationships with key stakeholders internal and external
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support / develop a working culture within these services that reflects the corporate vision.
- The post holder is responsible for his / her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and detailed generalist knowledge across a wide spectrum of related fields, and as such will be expected to undertake suitable development and training.
- To enhance own performance, working constructively with the line manager to identify personal strengths and agreeing action in relation to development needs.
- The post holder must also undertake other duties within his / her competence or otherwise appropriate to the grading of the post as required.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.		<p>Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T</p> <p>WEIGHT CODE shows relative importance Low=1 Medium=2 High=3</p>
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.		I 3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.		Not applicable
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.		I 3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.		I 3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.		I 3
Abilities/Skills: (refer to JE guidance document)		
Ability to demonstrate excellent communication skills in order to interact and communicate with a wide range of customers in a face to face environment and via the telephone		A/I 3
Able to work accurately and effectively to achieve tight deadlines and targets within set procedures		A/I 3
Ability to provide information and advice to members of the public, managers and staff from other service areas.		I 3
Demonstrate a strong commitment to customer care.		I 3
Have a flexible and proactive approach to work with the ability to work as part of a team to support colleagues as and when needed.		A/I 2
Demonstrate an ability to prioritise own workload and make appropriate decisions when required		I 2
Demonstrate a calm manner with the ability to deal with difficult situations including persons who may be irate or upset.		I 3
Competent in working with a wide range of ICT applications with the ability to maintain databases and records		A/I 2
Ability to research information from a variety of sources		A/I 2
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Knowledge of book / archival cataloguing standards and databases		A/I 2

Demonstrate an understanding of data protection and the requirement to protect customers' confidentiality and personal information at all times	I	3
Experience of working within the leisure and / or culture industry	A/I	2
Experience of dealing with members of the public within the leisure and / or culture industry	A/I	2
Experience of delivering excellent customer service	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A good standard of English and Math's at GCSE Level or equivalent	A	
NVQ Level 3 or equivalent experience	A/I	2
Evidence of continuous professional development	A/I	2
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post		
Prepared by:	Manjit Kaur	Date: January 2022