

<b>Job Description</b>		
<b>Library Manager</b>	<b>Inspire: Culture, Learning &amp; Libraries</b>	<b>Grade 5</b>
<b>Job Purpose</b>  To manage, develop and promote libraries and organise, deliver and/or support the full range of Inspire Cultural, Learning, Library and Information Service offers to customers, ensuring an excellent customer experience.		
<b>Key Responsibilities</b>  <ol style="list-style-type: none"> <li>1. To engage with customers, providing direct help, support, guidance and high-quality customer service to enable them to fully access and benefit from the Inspire offer available at whichever library they are working in or sign post customers to the relevant Inspire Services or other library venues as needed by the customer.</li> <li>2. To lead, manage, motivate, organise and coordinate the activities of library staff to deliver a consistent high-quality service within delegated budgets.</li> <li>3. To create and deliver a library plan to meet agreed performance targets.</li> <li>4. To manage all support tasks and complete all administrative processes required for the delivery of and to ensure the quality of the Inspire offer and be the Personal License holder (alcohol sales) where needed.</li> <li>5. To engage with the local community and partners to organise, promote, deliver and report on centrally programmed events and locally created activities to existing customers as well as new and potential customers within and outside of the library building.</li> <li>6. To work flexibly across library locations under the direction of District Managers to meet business needs and customer demand.</li> <li>7. To train and support newly appointed staff, volunteers and participants in work experience programmes to perform their job or role.</li> <li>8. Be responsible             <ol style="list-style-type: none"> <li>a. for opening, locking up and ensuring the security of the library site as required</li> <li>b. for the maintenance and working order of library equipment</li> <li>c. for the management of the building including acting as NPC as required, dealing with contractors and reporting any building and operational problems that cannot be resolved locally to appropriate colleagues</li> <li>d. for carrying out keyholder duties as appropriate for library buildings.</li> </ol> </li> </ol>		
<p>The post holder will work in accordance with all Inspire policies and procedures, Inspire Brand guidelines, contractual requirements, and professional best practice</p> <p>The post holder will perform any duties or tasks assigned by management required to meet service needs as appropriate to the role.</p> <p>The post holder will assume the role of Appointed Person and/or First Aider as required</p>		
<b>Education and Knowledge Required for the role</b>  <ol style="list-style-type: none"> <li>1. Comprehensive knowledge of the principles and practices of excellent customer service.</li> <li>2. Knowledge of public library services and their aims and objectives</li> <li>3. A national recognised library or customer service qualification</li> </ol>		
<b>Skills and Experience</b>  <ol style="list-style-type: none"> <li>1. Experience of working in and leading a team.</li> <li>2. Experience of working with the public of all ages.</li> <li>3. Experience of organising your own work and that of others.</li> </ol>		
<b>Role Dimensions</b>  <ol style="list-style-type: none"> <li>1. Management of delegated staffing budget</li> <li>2. Manage a team of frontline library staff and volunteers, and work effectively with Inspire colleagues</li> <li>3. Manage and H&amp;S responsibility for 3 to 6 buildings across the District</li> </ol>		

*Please attach a structure chart*

Library Manager		Inspire: Culture, Learning & Libraries	Grade 5
Inspire Competencies			
Competency	Level	How we work at Inspire	
Customer Service	3	<ol style="list-style-type: none"> <li>1. Demonstrates effective customer service skills – in person, online, email or on the phone - identifies and satisfies customer needs, adjusting their style with a friendly and professional approach as appropriate for the customer, respecting confidentiality, equality &amp; diversity and prioritises the customer over tasks where appropriate</li> <li>2. Responds positively to customer concerns, acts to resolve or reassure customers as needed, agrees solutions with the customer or hands over to an appropriate colleague</li> <li>3. Responds positively to any complaint or suggestion and seeks to resolve it within limits of their authority or hands over to a more senior manager as appropriate</li> </ol>	
Deliver the service offer	3	<ol style="list-style-type: none"> <li>1. Knows and/or accesses information to advise and promote the Inspire Service Offer to all customers – to meet their immediate needs and other services that could be of interest or benefit them</li> <li>2. Embraces any changes to the offer and any associated changes to processes or working practices positively, takes responsibility for their own development and engages with and makes the most of development opportunities provided</li> <li>3. Shares feedback about the Inspire offer with their line manager and contributes to meetings, discussions and related activities to ensure service delivery and/or improve our offer</li> </ol>	
Communicating Well	3	<ol style="list-style-type: none"> <li>1. Communicates clearly and effectively in person, on the phone and in writing respectfully and in a style appropriate to the person and situation and uses and engages with Inspire's online communications</li> <li>2. Communicates effectively in a meeting or other group situation, respectfully and in a style appropriate to the group and situation with a solutions-based / can-do approach</li> <li>3. Debates, positively challenges and/or discusses issues with colleagues and line manager, sharing views and acknowledging and respecting the views of others, seeks to reach agreement and respects the final decision made</li> </ol>	
Working Together	3	<ol style="list-style-type: none"> <li>1. Adopts a friendly, helpful, supportive and respectful manner when working with others</li> <li>2. Acts in a way that shows they are trustworthy, reliable and transparent in their dealings with others, respecting privacy and confidentiality as appropriate</li> <li>3. Forms positive and effective working relationships, makes and implements decisions fairly, using good judgement and with integrity, in line with Inspire values and role modelling Inspire management and leadership behaviours</li> </ol>	

*Please attach a structure chart*

Managing Others	2	<ol style="list-style-type: none"> <li>1. Effectively supervises and supports the day-to-day activities of a colleague(s) to enable them to perform their duties, planning and co-ordinating the activity of colleague(s) to deliver tasks or activities over time to meet service demand effectively and efficiently</li> <li>2. Manages and reviews performance and attendance of individuals effectively, setting goals, agreeing targets, and organises training as needed, tackling poor performance or attendance if required using Inspire policies</li> </ol>
Leading the Way	2	<ol style="list-style-type: none"> <li>1. Incorporates the spirit of Inspire's mission, vision and values in the work they do with customers, colleagues and stakeholders, plays their part in implementing Inspire policies and procedures and management decisions</li> <li>2. Articulates and shares Inspire's mission, vision and values to enthuse and focus the efforts of colleagues</li> </ol>
Working Efficiently & Cost Effectively	3	<ol style="list-style-type: none"> <li>1. Uses Inspire resources and their time effectively to meet service demand, objectives and/or targets</li> <li>2. Plans ahead, making best use of time and resources available to achieve service delivery, maximising the use of technology available, minimising unnecessary travel or waste, prioritising work and working within spending limits</li> <li>3. Resolves competing or conflicting demand for resources and time effectively to meet the needs of themselves, colleagues and customers</li> </ol>
Skills and Qualifications	4	<p>Newly Qualified or working towards: Diploma or Service Specific qualification or relevant HNC</p> <p>or</p> <p>Experienced Qualified (3 years or more): Diploma or Service Specific qualification or relevant HNC</p>