

Job Description and Person Specification

Senior LIA

Job Details	
Grade	GRD4
Service	Transformation & Change
Location	City Wide
Job Evaluation Code	A6043

About Coventry City Council

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Ensure excellent customer service and operational effectiveness of designated Library Service points. Reporting to and deputising for the Library Manager, supervise daily building and staff operations. Deploy and supervise the work distribution of Library staff and monitor their performance.

Main Duties & Key Accountabilities

Supervising daily library operations, ensuring excellent customer service and operational efficiency, while deputising during the absence of the appropriate manager.

Maintaining regular building checks to ensure a safe, clean environment for customers and staff. Responsibility for opening and closing designated library premises and setting their alarms. Liaising with

<p>appropriate Council Departments and external organisations to report any buildings maintenance or ICT issues.</p>
<p>Line-Managing frontline library staff, casual workers, and volunteers, as directed by the Library Manager and deploying staff citywide. Assisting the manager in supervising the work of library staff and other staffing duties e.g. ensuring the library has staff cover throughout the opening hours.</p>
<p>Motivating, and briefing staff to meet service, and corporate objectives and plans. Conducting staff appraisals , identifying training and development needs, in accordance with corporate policies and guidelines, including attendance and wellbeing.</p>
<p>Carrying out library routines such as, issuing, discharging and renewing library materials, welcoming and registering new users and using computer databases.</p>
<p>Managing and answering customer enquiries, specialist and escalated calls, or referring to internal or external agencies. Using the computer system and/or other information sources to answer enquiries and assisting library users with the reservation of library materials.</p>
<p>Dealing with and reporting incidents, complaints, and difficult situations, escalating more significant incidents to the Library Manager. Acts as the Senior Person on Duty.</p>
<p>Ensuring library materials, displays and notice boards are in good order. Preparing books and other library materials for exhibitions and displays, using graphic and other skills as appropriate.</p>
<p>Contributing to building and nurturing relationships with the local community while promoting and delivering library services and events within and outside library spaces. E.g. rhyme times, school visits, community events, readers groups, information and digital events</p>
<p>Contributing to Library plans. Representing the Library Manager at appropriate meetings, regarding local service and building issues. Participating in teams and projects as directed by the Library Manager.</p>
<p>Assisting in developing links with various institutions and the voluntary sector, by selecting and supplying library materials for their users and clients. E.g. housebound services, including sheltered housing and retirement homes</p>
<p>Contributing to the development of library media plans by communicating stock gaps on customer needs to the Library Manager. Applying stock service guidelines to maintain the orderly presentation of libraries and materials.</p>
<p>Operating and supporting library users to use library equipment e.g. Public use computer, internet searches, digital equipment, photocopiers and self-service machines.</p>
<p>Assisting the Library Manager with the control of income and supervising cash handling procedures. Interacting with the public with taking payments and using tills, in accordance with the City Council's accounting procedures</p>

Key Relationships

External:	Members of Public Community Partners
Internal:	Library Service Relevant Council Departments Shared Building Partners

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Library and Information Assistants (including Relief Register)

Person Specification

Requirements

Knowledge	Display an understanding of customer service and working with the public and local communities
Skills And Ability	Demonstrate the ability to independently supervise service operations, including managing facilities, contents, and health and safety, with guidance from the library manager.
	Demonstrate Supervisory skills ensuring the effective delivery of services. To organise, delegate and deploy a team of staff to achieve organisational goals under the direction of the Library Manager.
	Demonstrate the ability to develop staff as to performance standards, to include training, motivation, monitoring and appraisal
	Demonstrate professional customer service, treating all users in a

	welcoming and courteous way. Proactive customer care, responding to differing needs, e.g. people from a variety of cultures or ages, including young people and people with disabilities
	Ability to deal with detailed and varied information accurately, identify key issues, resolve problems and prioritise in a busy front-line environment
	Demonstrate verbal and written communication skills e.g. dealing with enquiries face to face, by telephone or written such as emails, administrative documents; reports; health and safety documents.
	Demonstrate ability to prepare, promote and deliver events and activities within the library and at outreach venues.
	Demonstrate skills with numeracy and the ability to control cash to the standard required by City Council Accounting Procedures
	Demonstrate ability to contribute to performance targets and report on performance standards
Experience	Experience of working in a Customer service background
	Experience of using standard computer packages eg Internet, email, office applications and the ability to train others
	Experience of supervision and training of staff or demonstrate relevant experience of an area of responsibility
Special Requirements	Rota may include weekends and evenings, and working at any service point within the city as and when required. Role involves physical activity, including standing/moving and handling/sorting library resources.