

Job Description and Person Specification

Library/Development Manager

Job Details	
Grade	GRD5
Service	Transformation & Change
Location	City Wide
Job Evaluation Code	Y5585D

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
Assist in policy, development, and operational management of the Library Service as a member of the Management Team. Oversee library and information services delivery within a location or area. Manage premises, resources and contribute to citywide library service advancements in specialised areas or projects, such as Information, Equalities, or Community Services.

Main Duties & Key Accountabilities
Ensuring a high quality Customer service and Library service delivery
Overseeing the management of a range of Library premises, ensuring a safe and welcoming space.

Contributing to Library Plans, Council initiatives, Library projects and service development.
Maintaining current awareness of both local, regional and national service developments.
Meeting targets, monitoring service performance against agreed indicators, and implementing actions to improve performance.
Being responsible for effectively managing budgets within the designated area of responsibility in collaboration with the Operations Manager.
Being accountable for staff management and supervision, recruiting, training, developing, ensuring health and safety, and welfare of staff, work experience, and volunteers.
Managing stock and resources within a specialism or range of libraries, maintaining high-quality lending and information stock
Coordinating events and activities both in libraries and within the local community
Marketing and promotion of library services to enhance engagement and accessibility.
Deputising for the Operations Manager when deemed appropriate.

Key Relationships

External:	Customers, schools, external organisations / Third Party Providers
Internal:	All Council employees and managers

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

Duty Managers, Senior Library and Information Assistants, Library and Information Assistants, Library

Services Assistants

Person Specification

Requirements	
Knowledge	Understanding current library and information delivery, and customer services
	Understanding management and performance practises
	Understanding how libraries provide relevant services to their local communities
Skills And Ability	Demonstrate library & information, digital and customer care skills
	Management, development and training of staff and resources
	Organisational skills e.g. prioritising workloads, allocating tasks, determining priorities, working without direct supervision.
	Effective communication skills, including handling enquiries and complaints, working in partnership, writing reports and correspondence
	Conducting outreach work, library visits and organising events, to promote the library service
Experience	Experience of working in a customer service environment
	Experience of managing or supervising staff
Qualification	Having or working towards a Level 5 qualification or above in either Librarianship, Customer Care, Management or similar.
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 library resources.