

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Duty Manager
<b>Grade</b>	Grade 4
<b>Service</b>	Libraries Advice, Health and Information Service
<b>Reports to</b>	Library Manager
<b>Location</b>	Central Library
<b>Job Evaluation Code</b>	L3565D



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** 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:



## **About the Service your team will provide**

### **Purpose of the role / Output**

Responsible for the smooth running of the Central Library ensuring a high level of customer service and operational efficiency under the general supervision of the Library Manager.

Ensure the provision of excellent customer service to the public via the telephone, e-mail, other electronic communication and methods and face-to-face.

Deploy and supervise the work distribution of Library and Information Assistants and LSA Supervisor and monitor their performance on a daily basis

## **Main Duties & Key Accountabilities**

### **Core Knowledge**

Actively promote the Central Library as a centre of service excellence and through personal example positively promote the new culture of Library Services.

Ensuring that customers are treated with courtesy and efficiency ensuring a high standard of customer care and satisfaction.

Carries out routines relating to the delivery of service (e.g. registration of customers, issue and return of items, renewals, computer bookings etc.)

By applying service guidelines for stock and presentation ensures the orderly presentation of libraries and their materials by preparing materials for library use, ensuring the good general condition of books and other items on the shelves and selecting materials for discard in consultation with the Library Service Development Officer.

Supports the marketing of Central Library by delivering a programme of events, maintaining notice boards and promotional displays  
Participates in teams and projects as directed by their manager.

Implements the Acceptable Use policy and the byelaws of the service.

Ensures that income and other monies are handled and banked in accordance with corporate audit and financial policies and procedures.  
Is responsible for the effective administration of the library and library routines including the control and monitoring of stationary, equipment, furniture etc.

Manages incidents and complaints within service and corporate guidance reporting significant incidents and matters to the Library Manager.

Under the supervision of the Library Manager recruits, manages, motivates, trains, briefs and develops staff to meet service and corporate objectives and plans undertaking staff reviews and identifying staff training and development needs and ensuring a high level of staff performance.

Is a key holder for the Central Library and is responsible for the proper security of the building and its contents including opening and closing the building and setting alarms.

Liaises with appropriate officers reporting any buildings maintenance issued are addressed and that the building maintains a clean environment for customers and staff.

Is responsible for selecting library materials for and supplying them to housebound people, people living in residential homes and people working with housebound people in the voluntary sector.

Contributes to the development of library media plans by communicating stock gaps and customer needs to the Library Manager. Collates management and statistical information as required by the members of library staff to monitor the performance of the libraries and information services.

Represents the Library Manager at appropriate meetings

Handle all enquiries and complex queries and problems from customers, ensuring they receive an appropriate response and solution to their query. Provide accurate and appropriate information and advice on the range of services provided by the Library Service and related service providers.

Maintain up to date knowledge of services and ICT developments to ensure that customer service is delivered in accordance with service standards and a professional image is presented to customers.

Manage specialist or escalated calls from Library and Information Assistants as and when required. Respect the confidential and sensitive nature of customer enquiries and handle difficult or potentially aggressive situations appropriately.

Contribute constructively to the improvement and development of the Library, including assisting with redesign of service delivery for services integrated with the Library, including risks and issues associated with the changes in service delivery.

Participate in setting standards for the centre on an individual, team and overall basis.

Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal

## 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.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

### Staff managed by postholder:

Library and Information Assistants

## Person specification

<b>Job Evaluation Code</b>	L3565D
<b>Knowledge</b>	
Display an understanding of the ways in which libraries serve the community.	
Display an appreciation of Equal Opportunities in the workplace.	
Display an understanding of ICT; it's uses and various applications.	
Excellent understanding of first-class customer service and team leadership	
How to gather information from a variety of sources, identify key issues and provide advice to staff on resolution.	
How to work effectively with a team to accomplish goals, taking action that respects the needs of others.	
Performance management techniques	
<b>Skills and Abilities</b>	
Supervisory skills: - demonstrate the ability to establish and maintain the motivation of Library and Information Assistants and ensure the effective delivery of services.	
Ability to organise and deploy a team of staff ensuring effective team working.	
Demonstrate the ability to delegate appropriate tasks to Library and Information Officers.	
Able to conduct development reviews with Library and Information Officers and to assess training and development needs.	
Demonstrate verbal communication skills e.g. dealing with enquiries by listening, seeking clarification, giving information face to face, giving and receiving information by telephone.	
Demonstrate written communication skills e.g. completion of administrative documents; reports; health and safety documents.	
Demonstrate the ability to control cash to the standard required by City Council Accounting Procedures.	
Demonstrate the ability to train and develop Library and Information Assistants in library duties on a day-to-day basis including monitoring of performance and completion of associated paperwork.	
Demonstrate the ability to take sole responsibility for the running of a library including responsibilities for the Health and Safety of staff and buildings.	
Readiness to help people and the ability to respond to differing needs e.g. people from a variety of cultures and people with disabilities.	
You need to demonstrate the ability to work proactively with Children and Young People, and people of any age and from all backgrounds both within your library duties and at organised events.	

Uses own initiative to take action to achieve goals beyond what is necessarily called for
Adaptability - maintains effectiveness through changes, can motivate others, shares tasks and responsibilities.
Sets an example of good working standards
<b>Experience</b>
Demonstrate relevant experience of all operational library procedures or of staff supervision in a front-line(or similar service).
Experience of computer use in delivering public services.
Working within a Customer Service focussed organisation
Managing team members to achieve goals
<b>Qualifications</b>
<b>Special Requirements</b>
Ability to undertake regular evening and weekend work.
Ability to move or lift stock
Willingness to work at any service point within Coventry Libraries.

<b>Date Created</b>		<b>Date Reviewed</b>	August 2021
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