Job Description and Person Specification

ONE COVENTRY Values · OPEN AND FAIR · NURTURE AND DEVELOP · ENGAGE AND EMPOWER · CREATE AND INNOVATE · OWN AND BE ACCOUNTABLE · VALUE AND RESPECT

Coventry City Council

ONE COVENTRY

Job Description

Job Title	Service Development Manager
Grade	G8
Service	Libraries, Advice, Health, and Information Service
Reports to	Head of Library Service
Location	City Centre
Job Evaluation Code	Y5782D

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

To advise manage and support Service Manager Libraries and Information Services on improving engagement usage and access to library services through the management, development and delivery of services as well as taking the lead on either:
Resources: ICT and Information, Resource Management, Marketing, Income and Performance management

Main Duties & Key Accountabilities

Core Knowledge

1. To develop strategies policies and service plans and to ensure their effective implementation and monitoring that contribute to overall service planning and performance management lead roles of either Resources or Access development.
2. Resources including ICT and Information services, Resource Management, Marketing of services, Income and performance management for overall service.
3. To lead on the evaluation, assessment and implementation of national initiatives affecting areas of responsibility
4. To support the development of partnerships within the council, and with external agencies, groups and individuals to ensure library services are involved in the appropriate cross cutting issues around areas of responsibility.
5. To take a strategic overview of training in relevant areas to support the planning and delivery of training in relevant areas to all staff and on wider service areas in consultation with operational managers.
6. Seek opportunities to access external funding and manage contracts as appropriate.
7. To take responsibility for the development, monitoring performance and liaison with those involved in the provision of systems and services appropriate to areas of responsibility.
8. To contribute to the overall performance of the service and its improvement and to ensure the appropriate systems and processes are in place to record and monitor all areas of activity within areas of responsibility. Overall lead for performance to ensure performance data is recorded in an accurate and timely manner and including the production of regular reports and additional reports to support quality issues
9. To support the development of targets and monitoring of income generation and seek new initiatives to raise income within specific areas of responsibility. Lead role for income to be responsible for setting targets and monitoring income generation across the whole service.
10. To be responsible for the marketing and promotion of library services in relevant service areas and contribute to this for the whole service to individuals and key groups both internally and externally across the city, regionally and nationally. including corporate communications. Lead role for Marketing to take responsibility for the marketing and promotion of library services overall.
11. Ensure council policies on security and data protection are adhered to. Lead role on ICT to have strategic responsibility for security issues around ICT and library data systems ensuring that all council and national policies in these areas are adhered to.
12. To ensure adult and children's safeguarding is effectively managed lead role for Access to have strategic responsibility for the safeguarding of children and adults within the service ensuring that all council and national policies in these areas are adhered to.

13. To be responsible for the development of reading and literacy and related learning developments within areas of responsibility. The lead role for Access to take responsibility for the development of these areas for the whole service and ensure the service can contribute to these issues across the city.
14. To ensure all services within areas of responsibility support widening engagement and ensure services are responsive to the needs of communities and individuals. Lead role for Access to take strategic responsibility for the development of a strategy that allows all communities and groups and individuals are involved in and included in service delivery and developments and be responsible for the development of an engagement strategy and advising on EIA's.
15. To be responsible for the proper management and management of budgets within the postholder's areas of responsibility.
16. To respond to and action complaints comments and compliments within service areas and across the whole service as a member of LMT when required.
17. To manage directly managed staff and staff across the whole service as required including recruitment, development, training, sickness management as well as performance and disciplinary issues.
18. To represent the Libraries and Information Service and Service Manager Libraries and Information Services at relevant and appropriate settings across the city, regionally and nationally and to outside organisations and media.
19. To be responsible for the health and safety requirements of directly managed staff and staff across the whole service as required. Undertaking risk assessments, health and safety inspections and meetings as appropriate.
20. To deputise for the Service Manager Libraries and Information as appropriate at local regional and national level and to outside organisations and media.

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

Key relationships

External	Internal
Libraries Connected, Arts Council England, Public Health England, Reading Agency, British Library, Voluntary and Community Sector, Police, Community Centres, local NHS	HR, Finance, ICT Service, Public Health, Cov Connects, Family Hubs, Employment and Skills, Customer Services,

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:
Lead Role Resources: ICT and Information Co-ordinator, Collection Development Manager and other staff involved with development work as appropriate, Childrens and Young People's Co-ordinator, Literacy and Reading co-ordinator, Outreach Services co-ordinator, and other staff involved with development work as appropriate

Person specification

Job Evaluation Code	Y5782D

Knowledge

Detailed knowledge of libraries in supporting and developing services across the whole service and those specific to the role.
Knowledge of national, regional and local factors trends, initiatives and issues for library services and particularly those specific to the role
Knowledge of key partnerships and strategies for library services and particularly those specific to the role
Knowledge of needs of communities relevant to the role and how library services can respond to them
Knowledge of the role of public library services and key issues relevant to the role
Understanding the role and impact of performance management in the development and operation of library services including target setting

Skills and Abilities

High level written verbal presentation and communication skills
Ability to lead, motivate and enthuse teams' individual staff and colleagues within the service and outside.
Demonstrating clear, positive, and responsive leadership skills
Effective negotiation and influencing skills with staff, colleagues, partners, external contacts, and trade unions.
Excellent ICT skills relevant to the role
Commitment to customer care.
Management of resources people, budgets, and other physical resources
Ability to analyse and brief colleagues, partners, and management teams on relevant areas
Developing and producing service plans, funding bids, reports, and briefings
Ability to manage major change working with others.
Ability to work as part of a team
Proven ability to adopt a creative approach to problem solving
Proven organisational abilities to work to tight deadlines, prioritising workloads, time management, and planning in complex situations

Ability to manage large complex and variable budgets.
Experience
Substantial experience of libraries and information services or other relevant public service areas
Recent relevant experience at a senior level of the relevant development areas
Some experience at a senior management level
Educational
Degree
Chartered member of CILIP or equivalent professional body
Special Requirements
Willingness to travel to all parts of Coventry and outside
Willingness to work outside office hours

Date Created		**Date Reviewed**	June 2024