

Job Description and Person Specification

Job Title: Duty Manager

Job Details	
Grade	5
Service	Libraries Advice, Health, and Information Service
Location	Central Library
Job Evaluation Code	A6160

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Ensure the provision of excellent customer service to the public via the telephone, e-mail, other electronic communication, and methods and face-to-face.</p> <p>Deploy and supervise the work distribution of Library and Information Assistants and Library Services Assistants- Facilities and monitor their performance daily.</p> <p>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.</p>

Main Duties & Key Accountabilities
1 Actively promote the Central Library as a centre of service excellence. Providing accurate and appropriate information and advice on the range of Library Services.
2 Ensures that customers are treated with courtesy and efficiency, maintaining high standards of customer care and satisfaction. This includes working respectfully with any confidential/sensitive information that might be shared as part of a customer enquiry.
3 Supports the promotion of the Library Service by delivering or enabling events, including Storytimes, Rhyme times, Readers Groups, Class Visits, Friendship Groups, Information and Digital events.
4 Ensures notices and promotional displays are created and maintained. Participates in teams and projects as directed by Library Managers
5 Responsible for selecting library materials for supply to other organisations or individuals, including individuals who are housebound, living in residential homes, or people/organisations who are supporting them. To include contacting Homes and responding to citywide delivery queries
6 Contributes to the development of library media plans by communicating stock gaps and customer needs to the Library Manager.
7 Handles customer enquiries and problems (including specialist and escalated calls from front-line staff), providing a response or solution, or signposting to internal/external agencies as appropriate.
8 Answers customer enquiries, by using and supporting library users to access a variety of resources - such as the Internet, Microsoft packages (Email, Word, Excel etc) and Library computer systems
9 Appropriately deals with and reports incidents, complaints, and difficult / potentially aggressive situations, escalating more significant incidents to the Library Manager. Acts as the Senior Person on Duty
10 Line Manages frontline library staff, casual workers, and volunteers, under the supervision and guidance of the Library Manager, To supervise, deploy staff citywide, motivate, and brief staff to meet service, and corporate objectives and plans. Undertakes staff Appraisals, identifying staff training and development needs and ensuring a high level of staff performance. To support staff using corporate Policies and Guidelines, such as Attendance and Wellbeing
11 Represents the Library Manager at appropriate meetings, regarding local service and building issues.
12 Carries out routines relating to the delivery of service, such as registration of customers, issue and return of items, renewals, computer bookings etc.

13 Applies stock service guidelines to ensure the orderly presentation of libraries and their materials: preparing library stock (books, CDs, audio) for use, ensuring the good general condition of materials and selecting stock for discard in consultation with Library Managers
14 Ensures compliance with all relevant policies and procedures such as, ICT Acceptable Use Policies, Health and Safety Policies and Library Byelaws
15 Ensures that income and other monies are handled and banked in accordance with corporate audit and financial policies and procedures. To include use of corporate purchasing and ordering systems, such as use of a Purchase Card
16 Responsible for the effective administration of the library, gathering data (e.g. Visitor and Events Numbers, update of Events Calendars) and monitoring stationery, equipment, furniture, etc. To facilitate the booking of Meeting Room spaces
17 Holds keys for Central Library and any library you are covering, to ensure appropriate opening and closing of the library, including the setting of alarms.
18 Liaises with appropriate Council Departments and external organisations such as Contractors, Property Maintenance, ICT, to report any buildings maintenance or ICT issues.
19 Maintains regular building checks to ensure a safe, clean environment for customers and staff.
20 Contribute constructively to the improvement and development of the Library, especially with service delivery and internal processes
21 Drives Council vehicles as needed ensuring compliance with Corporate Transport Policies. Undertakes Library and other deliveries involving the loading and unloading of the vehicle.
22 Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	Members of the public	Internal:	Library Service

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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

Library and Information Assistants
Library Services Assistants - Facilities

Person Specification

Requirements

Knowledge	Display an understanding of the ways in which libraries serve the community.
Knowledge	Strong understanding and appreciation of Equality, Diversity and Inclusion, and Equal Opportunities
Knowledge	Good knowledge of ICT; it's uses and various applications.
Knowledge	Excellent understanding of first-class customer service and team leadership
Knowledge	Understanding of Performance management techniques
Skills And Ability	Supervisory skills: - demonstrate the ability to establish and maintain the motivation of Library and Information Assistants, Library Services Assistants-Facilities and ensure the effective delivery of services. To organise, delegate and deploy a team of staff ensuring effective team working, to achieve organisational goals.
Skills And Ability	Demonstrate the ability to conduct development Appraisals with Library and Information Assistants, Library Services Assistants-Facilities and to assess training and development needs.

Skills And Ability	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.
Skills And Ability	Ability to work effectively with a team to accomplish goals, taking action that respects the needs of others
Skills And Ability	Ability to gather information from a variety of sources, identify key issues and provide advice to staff on resolution
Skills And Ability	Demonstrate the ability to control cash to the standard required by City Council Accounting Procedures
Skills And Ability	Demonstrate the ability to take day to day responsibility for the running of a library including responsibilities for the Health and Safety of staff and operational building management, under the supervision of the Library Manager
Skills And Ability	Readiness to help people and the ability to respond to differing needs e.g. people from a variety of cultures and people with disabilities.
Skills And Ability	Ability to plan and deliver events and activities within the library and at outreach venues, e.g. readers groups, conversation cafes, Rhymetime and Storytimes, digital and information events
Skills And Ability	Uses own initiative to take action to achieve goals beyond what is necessarily called for
Skills And Ability	Demonstrate adaptability to and maintain effectiveness through Change. Sets an example of good working standards
Skills And Ability	Ability to Drive Council vehicles and comply with Corporate Driving Policies
Experience	Demonstrate relevant experience of operational premises procedures
Experience	Experience of computer use in delivering public services.
Experience	Working within a Customer Service focussed organisation
Experience	Staff supervision in a Customer Service focussed organisation
Experience	Managing team members to achieve goals
Special Requirements	Ability to undertake regular evening and weekend work.
Special Requirements	Ability to move or lift stock.

Special Requirements	Willingness to work at any service point within Coventry Libraries.
Special Requirements	Full clean British Driving License

Declaration			
Reviewed/Created By:	Rachel Speak		
Job Title:	Operations Manager	Date:	Feb 2025