Coventry City Council

Job Description and Person Specification

Duty Manager

Job Details	
Grade	GRD5
Service	Transformation & Change
Location	City Wide
Job Evaluation Code	A6160

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 the Central Library or other library service points. Reporting to and deputising for the Library Manager, supervising 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. Promoting the Central Library as a centre of

service excellence.
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 appropriate Council Departments and external organisations to report any buildings maintenance, health and safety or ICT issues.
Line-Managing frontline library staff, casual workers, and volunteers, as directed by the Library Manager and deploying staff citywide. 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.
Carrying out routines relating to the delivery of service, such as registration of customers, issue and return of items, renewals, computer bookings. Operating and supporting library users to use library equipment e.g. Public use computer, internet searches, digital equipment, photocopiers and self-service machines.
Handling customer enquiries and escalated requests, including specialist, confidential or sensitive information. Referring to internal or external agencies. Using the computer system and/or other information sources to answer enquiries and assisting library users.
Dealing with and reporting incidents, complaints, and difficult situations, escalating more significant incidents to the Library Manager. Acts as the Senior Person on Duty
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.
Being responsible for selecting library materials for supply to other organisations or individuals, including housebound, residential homes, or people/organisations who are supporting them. To include contacting Homes and responding to citywide delivery queries
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
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 Library Managers
Contributing to the development of library media plans by communicating stock gaps and customer needs to the Library Manager. Applying stock service guidelines to maintain the orderly presentation of libraries and materials.
Ensuring 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
Being 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
Driving Council vehicles as needed ensuring compliance with Corporate Transport Policies. Undertakes Library and other deliveries involving the loading and unloading of the vehicle.

Key Relationships	
External:	Members of the 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)
Library Service Assistants

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge	x	x		Display an understanding of customer service and working with the public and local communities
Skills And Ability	x	x		Supervisory skills: - demonstrate the ability to establish and maintain the motivation of library staff and ensure the effective delivery of services. To organise, delegate and deploy a team of staff

				ensuring effective team working, achieving change to meet organisational goals.*
Skills And Ability	x	x		Demonstrate the ability to develop staff as to performance standards and to work as a team, to include training, motivation, monitoring and appraisal*
Skills And Ability	x	x		Take responsibility for daily library and premises operations, including Health and Safety and building management, under the supervision of the Library Manager.*
Skills And Ability	x	x		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*
Skills And Ability	x	x		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	x	x		Ability to gather information from a variety of sources, identify key issues and provide advice to staff on resolution*
Skills And Ability	x	x		Demonstrate skills with numeracy and the ability to control cash to the standard required by City Council Accounting Procedures*
Skills And Ability	x	x		Ability to prepare, promote and deliver events and activities within the library and at outreach venues.
Experience	x	x		Experience of computers, using standard computer packages eg Internet, email, office applications. The ability to train others towards delivering public services.*
Experience	x	x		Working within a Customer Service focussed organisation
Experience	x	x		Experience of supervision, managing teams and training of staff or demonstrate relevant

				experience of an area of responsibility*
Special Requirements		x		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.*
Special Requirements				Full clean British Driving License. Ability to Drive Council vehicles and comply with Corporate Driving Policies