

# Job Description and Person Specification



# Job Description

<b>Job Title</b>	Schools Library Service Operations Manager
<b>Grade</b>	4
<b>Service</b>	Schools Library and Resource Service
<b>Reports to</b>	Isobel Powell, Learning Resources Manager
<b>Location</b>	SLS Showroom, 3 <sup>rd</sup> floor, Central Library
<b>Job Evaluation Code</b>	



# 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

Coventry SLS provides a specialist library and learning resource service for all Primary and Secondary schools through loans, guidance, training, reading for enjoyment initiatives and events. It is an educational traded service which generates its income from Service Level Agreements (SLA) with schools.

- This role is responsible to the head of Service for the financial administration of the Service and the management of the SLA with schools.
- This role supports the delivery of the Service Level Agreement and additional services.

## Main Duties & Key Accountabilities

### Core Knowledge

1. To prepare and monitor service level agreement contracts directly with school customers, raise invoices, negotiate queries and complaints.
2. To assist the Head of Service in monitoring the budget and financial transactions and liaise with Council finance staff when necessary to ensure all expenditure and income is correct.
3. To be responsible for ordering and taking receipt of SLS resources and operational supplies, liaising with contractors as required.
4. Recording, monitoring and collating statistics and management information for SLS operations.
5. To support SLS services including short- and long-term loan collections of resources to schools and other organisations.
6. Support the Head of Service in the administration and delivery of SLS events including quizzes, Coventry Inspiration Book Awards, author events etc.
7. Acts as Site Health and Safety Officer including managing and carrying out Risk assessments and the disposal of stock in accordance with City Council procedures, acting as Fire Safety Officer and ensuring City Council Policies and Procedures are met.
8. Manages building maintenance issues for the SLS including reporting faults to Central Library Support Services and liaising with Contractors as appropriate.
9. Ensures that all staff take responsibility for the proper security of SLS, liaising with other staff in the Central Library building
10. Reports to the Head of Service significant matters and incidents relating to the running of SLS.

11. Manages the recruitment process of SLS staff, contributing pro-actively, sitting on panels with the Head of Service and advising on shortlisting and selection.
12. Manages the physical environment for SLS ensuring Health and Safety requirements are met and the environment is safe and maintained in accordance with Coventry City Council standards for both visiting customers and staff.
13. Contributing to medium and long-term planning for SLS e.g. changes to SLA, income generation, resource management.
14. Supervises the day-to-day work of the library assistants ensuring that deliver of the SLA to schools, including liaising with the School Support Librarian, Head of Service and the Library Services Assistants (LSA) team as required.
15. Reviewing individual school's SLA with the School Support Librarian and/or Head of Service to ensure that SLS is providing the appropriate support.
16. Any other duties and responsibilities within the range of the salary grade as directed by the Head of Service to ensure the delivery of SLS services. This could include management of deliveries, issuing, discharging and adding stock.

## Key relationships

External	Internal
Primary and Secondary Schools both in Coventry and outside Askews and Holts Book suppliers Booktrust Literacy Trust ASCEL YLG Publishers Other book or artefact suppliers e.g. Starbeck	Public Library staff Library Services Assistants Finance department HR department Other Council departments when required

## 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:

N/A

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
Display an understanding of the role of SLS	
Display an understanding of how a traded service operates with the Council	
Display an appreciation of Equal Opportunities in the workplace and in the provision of suitable resources	
<b>Skills and Abilities</b>	
Ability to delegate appropriate tasks to SLS staff	
Supervisory skills and the ability to organise staff and resources	
Written communication skills e.g. dealing with correspondence, producing orders and invoices, maintaining records and inputting and analysis of financial and management information	
ICT skills e.g competent in MS Office	
Verbal communication skills, e.g. dealing with enquiries by listening, seeking clarification, giving information face to face, giving and receiving information by telephone or email	
Organisational skills and the ability to work to specific deadlines.	
The ability to put into practice customer care, treating all SLS users in a welcoming and courteous way and responding to differing needs, e.g. teachers and parent tutors	
The ability to be responsible for the welfare, health and safety of SLS Staff in accordance with Departmental and City Council procedures	
The ability to move or lift library stock.	
<b>Experience</b>	
Experience of computer use. Preferably including the use of Spreadsheets and Online ordering systems	
Experience of financial administration, ideally including Coventry City Council's Finance system	
<b>Qualifications</b>	
Good standard of literacy and numeracy	
Recognised ICT qualifications	

<b>Special Requirements</b>
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None
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