**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Library Manager |
| Salary: | £30,559 - £33,366 pro rata |
| Grade: | 8 |
| Hours: | 25.5 |
| Team: | Libraries  |
| Service Area: | Cultural Services  |
| Primary Location: | Faringdon Library |
| Budget responsibility: | N/A |
| Responsible to: | Nicola Gubbins; Group Library Manager |
| Responsible for: | Library staff, volunteers |
| Political Restricted Post: | N/A |

## Job Purpose

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| This is a brief overview of the key objectives of the job including the context within the team/department.This is a customer facing role. More than 8,000 people visit one of our 44 libraries per day. Every year. 3,364,000 items are borrowed and almost 90,000 people attend library events. Our Libraries are so much more than books. They are places where culture is created every day. In this role you will ensure high customer service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.You will be responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies. This includes:* Familiarising yourself with the council’s policies on Safeguarding Children and Vulnerable Adults
* Acting according to the inter-agency safeguarding procedures of the Oxfordshire Safeguarding Children Board and Oxfordshire Safeguarding Adults Board whenever you have a safeguarding concern about a child or an adult.
* Work in accordance with the Corporate values and competency framework. [Link to County Council Values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Library staff work on a one to one and group basis with unaccompanied children attending the library. They lead children’s groups and support children with the use of library equipment. They will attend children’s settings and supervise volunteers who attend the library to work with unaccompanied children. **This will require an Enhanced DBS check**. |

## Job Responsibilities

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| **Management and Administration** * Promote and deliver library services (reading, information, digital services)
* Contribute to the service through active participation at meetings and through partnerships within Oxfordshire County Council and the wider community
* Develop the performance of the library by organising events, encouraging visits and through outreach
* Achieve and report on agreed targets and key performance indicators
* Carry out a range of administrative tasks accurately and on time, including income management
* Continue to develop streamlined working procedures and delegate tasks appropriately

**Customer service** * Strive to meet customers’ needs and ensure highest standards of customer service andsatisfaction. Deal with comments and complaints
* Actively encourage the use of self-service terminals by guiding customers to, and helping customers to use them

**Stock** * Work with the librarians to promote the full range of stock and services
* Manage stock in accordance with agreed procedures and policies

**Manage and Motivate Staff** * Recruit and train staff, develop staff skills and competencies
* Arrange adequate absence cover
* Undertake line management responsibilities, ensuring all 1:1s, sickness absence, performance management and personal development processes are in place
* Motivate staff and encourage good team working

**Branch Library Support** * Provide advice and support to other library staff and volunteers to ensure customer satisfaction

**Volunteers** * Maintain a good relationship with Library Friends Group and liaise with the Friends Volunteer Co-ordinator on volunteer recruitment and cover arrangements
* Recruit and train volunteers
* Ensure Health and Safety risk assessments are completed and that records are maintained
* Maintain good communication channels with volunteers

**Premises and equipment** * Ensure the building is in good repair, well-presented and meets Health and Safety regulations
* Report building and maintenance issues; follow up and liaise with contractors as required.
* Be available to be called out of hours by the emergency services to undertake security and fire checks

 **To undertake other duties, within the general responsibility of the post as may be specified from time to time** |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through the application form (A) and optionally - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

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| Essential Criteria | Assessed By: |
| Level 2 qualification e.g. English & Maths GCSE (C or 4), NVQ level 2 or equivalent or ability to evidence the equivalent level of knowledge gained through work experience. ICT skills, MS Office, etc | A, I |
| Previous customer service experience within a Local Authority or similar environment. Customer service ~~centre~~ or library experience essential | A, I |
| Self-motivated and flexible with excellent organisation, communication and decision-making skills. Able to work under pressure. Acts with honesty and integrity. Responds positively to change. | A, I |
| Able to supervise, support and motivate a team to meet objectives and to team work effectively with other managers, stakeholders and community groups to put the library at the centre of the community | A, I |
| Able to use resources effectively, including building security and maintenance | A, I |
| Able to think and act creatively to promote stock and services to existing customers and attract new ones | A, I |
| Able to follow procedures and maintain confidentiality. Use initiative and manage unexpected problems and situations | A, I |
| Commitment to, and an understanding of, the principles of Equal Opportunities for all, in employment, and the delivery of services which are responsive to community and customer diversity | A, I |
| Desirable Criteria | Assessed By: |
| Experience of working in a library | A, I |
| Management experience | A, I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [x]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [x]  | Lone working on a regular basis | [x]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [x]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [x]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [x]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.