

## DARLINGTON BOROUGH COUNCIL

### ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

#### JOB DESCRIPTION

<b><u>POST TITLE :</u></b>	Library Manager
<b><u>PAY BAND :</u></b>	Band 11
<b><u>JOB EVALUATION NO.</u></b>	C2180
<b><u>REPORTING RELATIONSHIP</u></b>	Head of Culture and Heritage
<b><u>JOB PURPOSE :</u></b>	To be responsible for developing and delivering Darlington's Library offer.
<b><u>POST NO.</u></b>	POS000457
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 2, Core Management Competencies for all managers

#### MAIN DUTIES/RESPONSIBILITIES

1. To be responsible for developing and managing Crown Street and Cockerton Libraries and all outreach library services, encompassing Lending, Reference, Children and Events, the Home Library Service, ICT, Local Studies and Stock Services.
2. To lead on the strategic development of the library service, with an 'engagement' led approach to support future service provision. Ensure there is a dynamic Events programme to appeal to a broad spectrum of visitors.
3. To provide exceptional customer service for Library visitors.
4. To apply a rigorous approach to financial management across allocated Library budgets.
5. To engage a broad range of partners to support the ongoing diversification of Darlington's Library offer. Work specifically through the Creative Darlington and Town centre management function to develop new engagement opportunities.
6. Identify, develop and prepare external funding bids to foster additional partnerships and enable greater capacity.
7. To lead on a dynamic approach to the development of digital provision within the Library Service.
8. To identify and target underrepresented groups and develop strategies to engage with them.
9. To further develop the volunteer network to add value to the Library service including close partnership working with Friends of Darlington Libraries and other partner organisations.

10. To represent and champion the Library Service within the Town, forging new partnerships and creating opportunities for residents to engage with Libraries.
11. To work closely with the Council's Communications team to ensure the development and delivery of a marketing and PR plan to promote all aspects of the service.
12. To professionally develop and motivate staff to deliver the highest standard of customer service, supporting a culture of continuous improvement.
13. To lead on a strong Health and Safety culture throughout the Library Service ensuring compliance with all relevant legislation and corporate guidance.
14. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
15. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
16. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
17. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a [manager / supervisor] and employee in line with these.
18. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
19. Any other duties of a similar nature related to this post that may be required from time-to-time.
20. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
21. You are required to safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
22. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
23. This post is subject to a standard disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: January 2020

**DARLINGTON BOROUGH COUNCIL**  
**LIBRARY MANAGER**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**  
**POST NO. POS000457**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	<b>Qualifications &amp; Education</b>		
<b>1</b>	Professional Management Qualification		<b>D</b>
	<b>Experience &amp; Knowledge</b>		
<b>2</b>	Approx. 3 years' experience in libraries or a comparable sector, including managing and promotion of services.	<b>E</b>	
<b>3</b>	Approx. 2 years' experience of managing a diverse team, including performance development.	<b>E</b>	
<b>4</b>	Experience of managing and monitoring budgets.	<b>E</b>	
<b>5</b>	Experience of partnership working.	<b>E</b>	
<b>6</b>	Knowledge of effective stock selection.		<b>D</b>
<b>7</b>	Knowledge of the Library Management system and associated packages.		<b>D</b>
<b>8</b>	Experience of developing, implementing, monitoring and review of strategies and policies.	<b>E</b>	
<b>9</b>	Experience of interpreting legislation, policy or procedures to give recommendations and advice.	<b>E</b>	
<b>10</b>	Up to date knowledge of Library systems, protocol and processes.	<b>E</b>	
<b>11</b>	Knowledge and understanding of relevant health and safety legislation.	<b>E</b>	
<b>12</b>	Experience of effective problem solving and successful conflict resolution	<b>E</b>	

	<b>Skills</b>		
13	Ability to communicate both orally and in writing to a wide range of audiences, including ability to compose clear and concise reports and presentations.	E	
14	Ability to work under pressure.	E	
15	IT literate, capable of using MS Word, Excel and other Office packages.	E	
16	Ability to work successfully both independently and as part of a team.	E	
17	Ability to manage and motivate a team, including performance development and customer care.	E	
18	Ability to prioritise workload and to plan and allocate tasks to meet deadlines.	E	
19	Ability to develop and deliver training.	E	
20	Ability to deal confidently with enquiries from the public, by email, telephone and in person.	E	
21	Ability to work to broad policy guidelines and to use discretion and act on own initiative as required.	E	
22	Ability to challenge decisions, appropriately to ensure consideration and processes are robust.	E	
23	Ability to anticipate possible implementation difficulties and identify practical ways of overcoming and preventing them.	E	
	<b>Personal Attributes</b>		
24	Flexible approach to fast-changing working environment.	E	
25	Flexible approach to working time arrangements.	E	
	<b>Special Requirements</b>		
26	Committed to the highest standards of customer service.	E	
27	The ability to communicate at ease with customers and provide advice in accurate spoken English.	E	