awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Library Manager

Basis:
Full Time

Salary:
£31,965 - £32,957 per annum

Base:
Bridgend Library

Accountable to:
Area Library Manager

Accountable for:
Library Assistants

Your Role:

As Library Manager you will be the face of your library in the local community, developing the service in line with the library plan and Awen's strategy. You will lead by example on the library floor, working alongside your team to deliver excellent customer service and ensure a welcoming, engaging environment for all users.

You will manage, train and motivate a team of staff, deliver a comprehensive programme of events and activities, promote the library and its benefits, and be a key player in the development of new projects.

You will be part of a team of Library Managers who will work with the Area Library Manager and the Library Development Manager to ensure the library service delivers its strategic objectives and meets the Welsh Public Library Standards.

In this role, you will:

- Deliver and develop frontline services within your library, including effective recruitment, management, training and motivation of the staff team at the library.
- Manage and work as part of a scheduled frontline rota, including flexibility for varying shifts and providing emergency cover when needed.
- Manage stock resources in the library in line with current policies and to meet the needs of the local community.
- Manage volunteers and work placements in line with Awen's Strategy, Business Plan and Volunteer policies.
- Plan and deliver an engaging programme of events and activities in line with the library business plan and Awen's strategy.
- Act as the Premises Responsible Person for your library, ensuring compliance with health and safety legislation and Awen's policies, carrying out necessary buildings checks, and writing and reviewing risk assessments
- Manage absence within your team according to Awen's policies and procedures
- Work with colleagues across the library service to plan and deliver service-wide programmes of activity
- Oversee cash income and banking in accordance with financial guidelines, including control of the petty cash account
- Be part of the cohort of managers across Awen with the aim of improving standards, delivering a better service for beneficiaries while helping Awen remain efficient
- To support Awen's marketing team by promoting events, activities and the library offer via community engagement, social media and word of mouth according to Awen's marketing guidelines
- Undertake accurate data collection and reporting using approved information systems, ensuring compliance with Awen's procedures. Supporting quality standards monitoring and internal and external performance indicators.
- Respond promptly to data requests for strategic reports that contribute to internal and external quality standards.
- Ensure that your library is presented in its best light to the public, dealing with or reporting IT and maintenance issues, managing contractors on site, ordering consumables, monitoring energy consumption and liaising with contract cleaning staff, monitoring their work and reporting any inadequacies to cleaning supervisors and ensuring that the library team undertake spot cleaning as required.
- Contribute to the development and achievement of the library business plan.
- Participate in arrangements to ensure that front-line service across libraries is maintained.

General Duties and Responsibilities:

- To be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work
- To participate in any training and development activities to maintain own development or to enhance competence within job role
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation
- To actively challenge discrimination and stigma in the workplace
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk
- To look after your own physical and psychological wellbeing wherever possible
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy
- To comply with Awen's policies and procedures

This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E)**:

- Flexible and proactive approach and attitude **(E)**
- Approachable, calm and fair approach and attitude **(E)**
- Solutions focused and able to concentrate on achieving priorities **(E)**
- Confident and professional with the ability to deal effectively with colleagues and the public **(E)**
- Interest and enthusiasm for books and reading **(E)**
- Confidence and enthusiasm to develop the events programme and to run activities **(E)**
- A commitment to providing excellent customer services **(E)**
- Personality and inter-personal skills necessary to work with people of all ages including children and young people **(E)**.
- Forward thinking and able to contribute to the development of Awen.
- Demonstrates an understanding and commitment to Awen's purpose and values.
- Responds quickly and positively to new opportunities.

Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS **(E)**:

- Educated to A Level/NVQ 3 or equivalent, or the ability to demonstrate competence through experience **(E)**
- Good time management with the ability to follow and issue instructions to ensure deadlines are met **(E)**
- Excellent interpersonal skills with the ability to communicate clearly and with influence in writing and verbally **(E)**
- Strong administration skills with a methodical approach and attention to details **(E)**
- Experience of organising events **(E)**
- Experience of using a variety of ICT packages including Microsoft packages **(E)**
- Experience in a customer service role **(E)**
- Experience of developing and delivering community projects
- Good numeracy skills particularly in relation to handling cash.
- Ability to work Innovatively and creatively to initiate new developments
- Ability to speak Welsh
- Management Qualification NVQ/ILM Level 3 or be able to demonstrate competence through experience
- Ability to apply relevant knowledge in order to coach and support others