

Operational Libraries Manager

Job Description

Directorate:	Place		
Service:	Cultural Services		
Location:	As advertised		
Salary range:	As advertised	Grade:	9
Reports to:	Senior Management Team Lead	Staff responsible for:	Team Leader

Job Purpose and Scope

The role is to

- Lead, direct, manage and be accountable for the effective operation and delivery of Library Services in the districts.

The Lancashire Mindset

Here at Lancashire County Council, we are helping to make Lancashire the best place to live, work, visit, and prosper. To help us achieve this, we have introduced the Lancashire Mindset: Growth, Ownership, Optimism, and Positive Impact. Adopting this mindset across the entire organisation not only brings our values to life but also emphasises the collective commitment to delivering the best for the people of Lancashire.

The Lancashire Mindset serves as a guiding force for a culture rooted in growth, ownership, optimism, and the commitment to making a meaningful positive impact.



Accountabilities / Responsibilities

- Responsible for the leadership, management and development of the District Management Teams and volunteers.
- Responsible for the management and development of all library services in the district/s in line with policies, procedures and Cultural Services initiatives.
- Responsible for the effective management of staffing resource to enable continuous service delivery.
- Responsible for managing budgets and resources allocated to the district/s.
- Lead on the implementation of the national Universal Library Offers ensuring delivery across the district/s.
- Implement performance management standards, including quality assurance and key performance indicators and manage quality assurance programmes for staff and service development.
- Responsible for the efficient administration and maintenance of all buildings, vehicles, stock and other resources within the district/s including the co-ordination of Health and Safety issues.

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- Lead on fostering links with partners, agencies and community groups within the district/s including district council, working in partnership to deliver services and represent the Library Service at appropriate meetings.
- Lead and support staff in promoting Cultural Services within the District/s.
- Develop, produce and manage the district/s business plan and associated branch plans.

Other

- **Equal Opportunities** - We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety** - All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.
- **Customer Focused** - We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.
- **Safeguarding Commitment** - We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.
- **Skills Pledge** - We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive** - We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative** - We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful** - We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative** - We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

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Person Specification

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications

Essential

- Management qualification at NVQ level 3, or equivalent. Successful candidates without this qualification will be expected, with support, to achieve it within 2 years of appointment.

Desirable

- Chartered Librarian

Experience

Essential

- Demonstrable and relevant experience in a managerial capacity.
- Managing staff and resources.
- Working with internal and external partners.

Knowledge, Skills & Abilities

Essential

- Ability to lead and motivate teams and individuals across a multi-site organisation.
- Ability to set and achieve measurable targets and objectives
- Effective decision-making skills.
- Ability to develop and co-ordinate relevant policy, strategy and guidelines.
- Ability to manage resources effectively.
- Ability to assess training needs and develop appropriate training solutions.
- Ability to plan, implement and evaluate change effectively.
- Excellent customer care skills.
- Excellent written and verbal communication and interpersonal skills.
- Excellent negotiation skills
- Knowledge of current issues affecting library services locally, regionally and nationally.
- Knowledge and understanding of asset/premise management and health and safety.

Desirable

- Knowledge and experience of planning frameworks to achieve corporate and service-specific objectives.

Other Essential Requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.