

Role Title: Assistant Library Manager

ROLE PURPOSE: To assist the manager in providing leadership and direction to the library team. To ensure that customers are at the centre of the services delivered by the library and develop good working relationships with local community and/ or friends group. To provide the manager with organisational and administrative support. To deputise for the manager in their absence.

Accountabilities	Measures of success	What you need to know
<ul style="list-style-type: none"> • 1. Leadership (working with the Library Manager) • Help lead, manage and motivate a team of staff and volunteers to provide a customer focused, responsive service that will respond to the changing needs of customers and other stakeholders. • Help manage recruitment, induction, training and development, communication and performance management of staff and volunteers to ensure the right people with the right skills are in the right place at the right time • Participate as a member of the Suffolk Libraries front line management team, supporting colleagues and working collaboratively to develop the service and promote Suffolk Libraries objectives • Work flexibly to support delivery across the service, including providing evening and weekend cover as required • Take ownership for own personal development and share knowledge with colleagues 	<ul style="list-style-type: none"> - Feedback from team members/ line manager/community and/or friends groups - Contribution to service delivery - Team performance - Expertise acknowledged by others 	<p>You will have a good understanding of library services and how these can be developed.</p> <p>Some staff management experience is desirable</p> <p>Good understanding of Suffolk Libraries services, products, online services and the library website.</p> <p>Local knowledge and the ability to identify local events, facilities and services.</p>
<ul style="list-style-type: none"> • 2.. Partnership working • Work with the Library Manager and the Community Membership team to enhance and maintain relationships with the communities the library serves. • Welcome and engage with the local community and promote their activities. • Assist in maintaining relationships with the full range of community stakeholders. • Assist staff to maintain an up to date community profile, stock content and promotional displays to reflect the diversity of the local community. Take responsibility for aspects of this work. • Team working – relating well to other team members, volunteers, library events, groups, school visits. 	<ul style="list-style-type: none"> - Feedback from community groups and other stakeholders - Personal effectiveness - Delivery of outcomes - Relationship with Community Membership team - Media activity 	<p>Knowledge of and an understanding of the importance of data protection.</p> <p>Knowledge of safeguarding</p> <p>Knowledge of and a commitment to equalities.</p>

<p>3. Service delivery</p> <ul style="list-style-type: none"> • Participate in library routines associated with the delivery of frontline services including floor walking, shelving, stock management, customer service and enquiry desks • Promote and manage income generation opportunities for the library. • Be prepared to liaise with SCC property, contractors, IPS senior management and others as required. • Help to ensure the library looks tidy, attractive and inviting at all times. • Promote regular themed displays. • Develop the usage of library services including maximising income from room hire and other library facilities • Assist manger in ensuring creative and flexible use of resources to meet service needs. 	<ul style="list-style-type: none"> - Service delivered within budget and to agreed targets - Feedback from staff volunteers and managers - Feedback from Community and/or friends groups - Service delivery performance indicators - Income generation contribution 	<p>IT Skills – Have an understanding of basic computer software, for example the Microsoft Office suite. You must also have an understanding of a broad variety of technologies, e.g. printers, wifi, e-readers, to a level where they can assist customers in using these technologies.</p> <p>Digital skills – willing to embrace the regular changes/updates that enable the library service to remain up to date with the current needs of its customers.</p> <p>Cash Handling – competent cash handling, banking and general cash procedures.</p> <p>Enthusiasm – to promote Suffolk Libraries as an important community resource</p>
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<p>4.. Communicating Effectively</p> <ul style="list-style-type: none"> • Use adaptive communications approaches to ensure outcomes are achieved with a wide range of stakeholders in the community and across Suffolk Libraries. • Use a range of styles and techniques to engage with different audiences effectively and enable them to own and implement outcomes. • Communicate the Library Service’s vision and strategy effectively both internally and externally. • Contribute to team planning and staff meetings, showing respect for colleagues. 	<ul style="list-style-type: none"> - Initiatives implemented - Feedback from Community and or friends groups - Customer feedback - Staff motivation 	<p style="text-align: center;">How you act</p> <p>Excellent Communication Skills – to be able to communicate effectively with customers, volunteers, community group members, other partners, work colleagues and external organisations.</p> <p>Partnership worker - You network effectively to build and use key relationships to support delivery.</p> <p>Service deliverer – You focus on delivering a service that provides great outcomes for our customers.</p> <p>Developing others – you support others in identifying and achieving their development needs.</p>
<p>5.. Special responsibilities</p> <ul style="list-style-type: none"> • Take responsibility for record keeping including monthly and quarterly statistics. • Maintain Health and Safety compliance records, ensuring completion of checklists and other records. • Take responsibility for managing room bookings and hire of library space, including bookings and invoicing. Ensure staff are aware of room bookings and payments where appropriate. Work towards increasing room hire and maximising income. • Keep calendars and diaries up to date, liaising with outside agencies and contractors where necessary. • Produce weekly and daily timesheets, considering business needs, library events, staff leave and sickness. 	<ul style="list-style-type: none"> - Feedback from stakeholders - Effective delivery of agreed outcomes - Media responses 	<p>Resilience when dealing with customers and supporting staff in sometimes challenging situations.</p> <p>Open and positive in a rapidly changing environment.</p> <p>The ability to work alone and use initiative</p> <p>Flexibility – willing to take on other roles when required and support colleagues.</p>
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by Manager Date.....</p>	<p>Review due by</p>	