

ROLE PURPOSE: To provide 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 groups .

Accountabilities	Measures of success	What you need to know
<p>1. Leadership</p> <ul style="list-style-type: none"> • Lead manage and motivate a team of staff and volunteers to provide a customer focused, responsive service that is able to respond to the changing needs of customers and other stakeholders • 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>You will ideally have a relevant qualification in management or equivalent</p> <p>Staff management experience is desirable</p> <p>Experience of managing the delivery of a customer facing service</p> <p>Good IT skills, word excel, information management systems etc</p>
<p>2.. Partnership working</p> <ul style="list-style-type: none"> • Work with the Community Membership team to enhance and maintain relationships with the communities the library serves. • Be the welcoming figurehead of the library and welcome and engage with the local community and promote their activities • Proactively develop networks and manage relationships with the full range of community stakeholders. • Maintain an up to date community profile, stock content and promotional displays to reflect the diversity of the local community 	<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>Experience of community development and engaging communities.</p> <p>Effective communication skills across a range of contacts, including networking skills,</p>

<p>3. Service delivery</p> <ul style="list-style-type: none"> • Participate in all library routines associated with the delivery of frontline services including floor walking, shelving, stock management, customer service and enquiry desks • Manage the library budget as required in line with Suffolk Libraries policy and procedures. • Responsible for ensuring all income is banked secured and recorded • Promote and manage income generation opportunities for the library • Take overall responsibility for managing the physical condition, compliance and security of the library, liaising with SCC property, contractors, IPS senior management as required • 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 • Ensure creative and flexible use of resources to meet service needs. • Ensure the overall quality of the service by putting policies and guidance into practice, including Equal Opportunities, Compliance, Health and Safety etc.. 	<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>4.. Change Management</p> <ul style="list-style-type: none"> • Keep up to date on developments in the delivery of library services and technology and sharing with team members. • Work with staff and volunteers to help them understand the change process and support them through the shift towards a community led library service. • Assist in shaping service plans and business plans for Suffolk Libraries. • Supporting local library staff through transition and ensuring that they are involved and included in work at a local level. 	<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>Team worker – You work collaboratively with your team to achieve better outcomes for customers.</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.. 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 	<ul style="list-style-type: none"> - Feedback from stakeholders - Effective delivery of agreed outcomes - Media responses 	<p>needs.</p> <p>Change manager – you understand the change process and enable others to find a way through it.</p>
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by ManagerDate.....</p>	<p>Review due by</p>	