

<b>ROLE PURPOSE: To deliver the library service to people across communities in rural areas.</b>		
<b>Accountabilities</b>	<b>Measures of success</b>	<b>What you need to know</b>
<p><b>1. Leadership</b></p> <ul style="list-style-type: none"> <li>• Participate as a member of the Mobile Library Services team, supporting colleagues and working collaboratively to develop the service.</li> <li>• Take responsibility for delivery of mobile library services to rural communities and actively promote these services and their value.</li> <li>• Act as a flexible team of managers taking accountability for the Mobile Library Service and its delivery as a whole.</li> <li>• Ensure operational and Health and Safety requirements of the service are met.</li> <li>• Work flexibly to support delivery across the service.</li> <li>• Take ownership for own personal development.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from team members/ line manager</li> <li>- Contribution to service</li> <li>- Team performance</li> <li>- Service development</li> </ul>	<p>Excellent knowledge of the rural communities in Suffolk served by the Mobile Library Service</p> <p>Previous experience of lone working is desirable.</p> <p>Excellent driving skills and current driving licence applicable to libraries vehicles.</p>
<p><b>2.. Partnership working</b></p> <ul style="list-style-type: none"> <li>• Work with Local Governance Groups, library managers and communities to develop local input to selection for the One Countywide Stock.</li> <li>• Build and maintain effective working relationships with the communities served by the mobile libraries.</li> <li>• Determine the needs of communities by seeking their views and reflecting this in the mobile library stock.</li> <li>• Work closely with the Stock team to ensure that community needs are met.</li> <li>• Manage relationships with a range internal and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from community groups and other stakeholders</li> <li>- Personal effectiveness</li> <li>- Delivery of outcomes through partnership working</li> </ul>	<p>Good knowledge and understanding of H&amp;S legislation and its practical application.</p> <p>Effective communication skills across a range of contacts, including customers from a range of communities.</p>

<p><b>3. Service delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver the mobile library service to people across communities in rural areas.</li> <li>• Drive a mobile library vehicle across locations in Suffolk to an agreed schedule, providing cover for other Mobile Managers as required.</li> <li>• Take responsibility for the vehicle, stock and customers accessing the vehicle.</li> <li>• Ensure health and safety rules and procedures are followed.</li> <li>• Respond to customer needs including diversity and access needs.</li> <li>• Provide statistics and other relevant information.</li> <li>• Manage the allocated budget as directed.</li> <li>• Work with team and on own initiative to ensure creative and flexible use of resources to meet service needs.</li> <li>• Ensure the overall quality of the service by putting policies and guidance into practice, including Equal Opportunities, Health and Safety etc., and using systems to monitor the quality of services and costs.</li> </ul>	<ul style="list-style-type: none"> <li>- Service delivered within budget and to agreed targets</li> <li>- Feedback from staff and managers</li> <li>- Service delivery performance indicators</li> </ul>	<p><b>How you act</b></p> <p>Leadership – you develop and manage the service and its people 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><b>4.. Planning and service development</b></p> <ul style="list-style-type: none"> <li>• Research and keep up to date on developments in delivery of library services.</li> <li>• Maintain knowledge of relevant systems and technology to support delivery of library and stock management services.</li> <li>• Maintain an active interest in books and other stock, keep up to date on recent publications, reviews etc.</li> <li>• Research and develop ideas that support innovative approaches to the delivery of mobile library services and take responsibility for their implementation.</li> <li>• Assist in shaping service plans and business plans for the IPS.</li> </ul>	<ul style="list-style-type: none"> <li>- Initiatives implemented</li> <li>- Take up rate</li> <li>- Customer feedback</li> <li>- Line Manager feedback</li> </ul>	<p>Customer focus – You work closely with customers to identify and meet their needs.</p> <p>Resource manager – you find ways to use the resources available efficiently and continuously look for improvements.</p>
<p><b>5.. Communicating Effectively</b></p> <ul style="list-style-type: none"> <li>• Communicate effectively with customers with diverse needs and backgrounds.</li> <li>• Share knowledge on books and other stock in a helpful and supportive way.</li> <li>• Advise customers on availability and choices and what the IPS can offer.</li> <li>• Receive feedback from customers and translate this into stock requirements.</li> <li>• Communicate effectively within the Mobile Library Services team.</li> <li>• Communicate effectively with the Stock team to ensure customer needs are met.</li> <li>• Develop approaches for communicating on stock development within and outside the organisation to support business goals.</li> </ul>	<ul style="list-style-type: none"> <li>- Feedback from stakeholders</li> <li>- Effective delivery of agreed outcomes</li> </ul>	
<p>Agreed by Job Holder..... Date.....</p>		
<p>Agreed by Manager ..... Date.....</p>	<p>Review due by .....</p>	

