

Role Title: Prison Library Manager

ROLE PURPOSE: To provide leadership and direction to the prison library team. To ensure that residents are at the centre of the services delivered by the library and develop good working relationships with the prison and other partners.

Accountabilities	Measures of success	What you need to know
<p>1. Leadership</p> <ul style="list-style-type: none"> • Be a key player in the Prison's 'reducing re-offending' agenda by leading the literacy, reading, learning and information provision in the library. • Lead manage and motivate a team of staff to provide a customer focused, responsive service that is able to respond to the changing needs of residents and key stakeholders. • Manage recruitment, induction, training and development, communication and performance of staff and 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 for its prison libraries. • 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 and line manager - Contribution to service delivery - Team performance - Expertise acknowledged by others including prison and partners. 	<p>You will have a deep understanding and experience of library services and how these can be developed.</p> <p>A relevant qualification in librarianship or CILIP Chartership is desirable.</p> <p>Staff management experience is desirable.</p> <p>Experience of managing the delivery of a customer facing service.</p>
<p>2. Partnership working</p> <ul style="list-style-type: none"> • To work with the prison authorities to positively maintain relationships with the populations the library serves. • Be the welcoming figurehead of the library and welcome and engage with staff and residents to promote library activities. • Proactively develop networks and manage relationships with the full range of stakeholders. • Work with partners to maintain an up-to-date profile, stock content and promotional displays to reflect the prison population. • Compliance with HMPPS policies and procedures 	<ul style="list-style-type: none"> - Feedback from prison and other partners - Personal effectiveness - Delivery of outcomes 	<p>Good IT skills: use of Word, Excel, library management systems etc.</p> <p>Experience of or a demonstrable knowledge of prisons and needs of resident populations.</p>
<p>3. Service delivery</p>	<ul style="list-style-type: none"> - Service delivered 	<p>Effective communication skills across a range of</p>

<ul style="list-style-type: none"> • Participate in all library routines associated with the delivery of frontline prison library 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. To ensure the budget is expended in-line with Ministry of Justice security guidelines. • Take overall responsibility for managing the physical condition, compliance and security of the library, liaising with the prison, contractors and Suffolk Libraries' senior management as required • Ensure the library looks tidy, attractive and inviting at all times. Promote regular themed displays. • Work with staff, volunteers and partners to provide an engaging and relevant programme of aspirational and entertaining events. • Develop the usage of library services to residents including non-literate and other additional needs groups. • 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. • Ensure all relevant data is collected, collated and submitted in a timely manner in-line with the service specification. 	<p>within budget and to agreed targets</p> <ul style="list-style-type: none"> - Feedback from staff and managers - Feedback from prison and other partners - Service delivery performance indicators - A wide range of services, events and activities occur 	<p>contacts, including networking skills.</p>
<p>4. Change Management</p> <ul style="list-style-type: none"> • Keep up-to-date on developments in the delivery of prison library services and technology and sharing with team members. • Assist in shaping service plans and business plans for Suffolk Libraries and the prison by participating in relevant activities such as committee meetings, quality improvement meetings and meetings with line managers. • Supporting prison library staff through transition and ensuring that they are involved and included. 	<ul style="list-style-type: none"> - Initiatives implemented - Feedback from prison and other partners - Resident 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 residents.</p> <p>Partnership worker - you network effectively to build and use key relationships to</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 prison community. • 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 partners and stakeholders - Effective delivery of agreed outcomes - Positive PR profile internally and externally 	<p>support delivery.</p> <p>Service deliverer – you focus on delivering a service that provides great outcomes for residents.</p> <p>Developing others – you support others in identifying and achieving their development 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>	