

ROLE PURPOSE: To lead, develop and coordinate the administrative and financial routines of the Stock Unit.

Accountabilities	Measures of success	What you need to know
<p>1. Teamwork</p> <ul style="list-style-type: none"> • Participate as a member of the Content & Product Development team, supporting colleagues and working collaboratively to develop the service. • Support the Head of Content & Product Development in administering the book fund. • Supervise stock assistants ensuring customer service standards and health and safety responsibilities are met. • Work flexibly to support delivery across the service. • Take ownership for own personal development. 	<ul style="list-style-type: none"> - Feedback from team members/ line manager - Contribution to service - Team performance - Service development 	<p>Experience in stock systems, administering acquisitions and financial routines.</p> <p>Experience in leading and managing a small team.</p> <p>Effective communication skills across a range of contacts, including suppliers and customers.</p>
<p>2.. Partnership working</p> <ul style="list-style-type: none"> • Liaise with suppliers to ensure that orders are fulfilled efficiently and effectively. • Answer enquiries from suppliers, libraries and library users. • Build working relationships with libraries staff across the county. • Manage relationships with a range of stakeholders. 	<ul style="list-style-type: none"> - Feedback from community groups and other stakeholders - Personal effectiveness - Delivery of outcomes through partnership working 	<p>High level of IT literacy and confidence in using digital tools and resources.</p>
<p>3. Service delivery</p> <ul style="list-style-type: none"> • Ensure that financial routines are undertaken efficiently and effectively including reconciliation, processing and passing of invoices for payment. • Assist the Stock Librarians with the administrative aspects of acquisition and stock management. • Ensure that any necessary routines are carried out and that stock is processed correctly and quickly and distributed ready for use by libraries. • Ensure that statistics monitoring the Unit's performance are maintained. • Produce reports and relevant statistics for managers. • Support the management of the allocated budget as directed. • Use resources creatively and flexibly to meet service needs. 	<ul style="list-style-type: none"> - Service delivered within budget and to agreed targets - Feedback from staff and managers - Service delivery performance indicators 	<p>How you act</p> <p>Team worker – You work collaboratively with your team to achieve better outcomes for customers.</p> <p>You are a supportive and forward thinking leader, supporting staff through change and development.</p> <p>Partnership worker - You</p>

<p>4.. Planning and service development</p> <ul style="list-style-type: none"> • Provide leadership to the team of stock assistants, supporting and facilitating personal development and flexible approaches. • Research and keep up to date on developments in publishing. • Maintain knowledge of relevant systems and technology to support delivery and management of stock. • Research and develop ideas that support innovative approaches to the delivery of stock management, including the management of digital library resources and content. • Assist in shaping service plans and business plans for Suffolk Libraries. 	<ul style="list-style-type: none"> - Initiatives implemented - Take up rate - Customer feedback - Line Manager feedback 	<p>network effectively to build and use key relationships to support delivery.</p> <p>Service deliverer – You focus on delivering a service that provides high quality stock for our Customers.</p> <p>You take initiative in improving and developing service.</p>
<p>5.. Communicating Effectively</p> <ul style="list-style-type: none"> • Communicate with a range of stakeholders including customers, board members, volunteers, community groups and others who have an interest in the stock. • Respond effectively to comments and complaints from the public about stock and deal with complex enquiries from the public and suppliers. 	<ul style="list-style-type: none"> - Feedback from stakeholders - Effective delivery of agreed outcomes 	<p>Customer focused – you put customers’ needs at the heart of what you do.</p> <p>Resource manager – you find ways to use the resources available efficiently and continuously look for improvements. You solve problems creatively and positively.</p>