

JOB DESCRIPTION

Library Team Leader

Directorate and Section/Unit: ACS, Libraries & Learning Service
Scale / Grade: 5
Reporting to: Library Manager
Responsible for: Library Customer Advisors

Main purpose of job:

- To take an active role in the provision of a professional, efficient and effective range of library services appropriate to the Community.
- To provide a service to customers in line with Worcestershire County Council's customer service values.
- Support each other to produce team results.
- To take charge in the library as part of the weekly timetable as required.
- Support the delivery of the Libraries & Learning Plan.

Responsibilities, duties and tasks:-

- Proactively engage and interact with customers, being visible and accessible to customers
- Focus on the customer in a friendly, positive and confident manner using initiative
- Develop community links and partnerships with local groups and organisations to achieve wider participation, and take responsibility for areas of outreach
- Ensure that reading is developed through frontline training, readers groups and promotional displays
- Supervise a small team of library staff - to include day to day operation of the team, including recruitment & induction, training & development, communication & allocation of priorities and management of initial performance, absence and conduct issues
- Contribute to a Libraries & Learning plan and develop local action plans, including target setting, monitoring and developing solutions where targets are off track, to ensure targets are met
- Contribute to the maintenance an up to date community profile to include the diversity of the local community, and use this to ensure the service is responding to the needs of the local community
- Assist and support customers to make best use of our full range of resources and services, including ICT
- Develop and deliver a wide range of activities and events to all areas of the community, including children and young people
- Ensure that reading is developed through frontline training, readers groups and promotional displays
- Promote and market our services, and signpost to other services as appropriate
- Maintain a friendly, safe and inclusive environment
- Work flexibly as part of a team
- Carry out a wide range of tasks to support customer service
- Encourage and respond positively to customer feedback
- Participate in activities and events held in the library and at other external venues, such as schools.
- Actively seek out opportunities where you can make a positive difference to customers and service delivery
- To take responsibility for the building, services and staff, as appropriate
- Coordinate and deliver staff training
- Coordinate areas of development and projects
- Take responsibility for and deliver customer services in the library
- Meet community needs in coordination with Library Manager and local plan
- Undertake and organise informal adult learning sessions to individuals and groups
- Work flexibly as part of a team
- Work in accordance with Worcestershire's Competency Framework.

General Duties:-

- To carry out a wide range of routine tasks to support customer service, such as:-
 - Proactively seeking contact with customers
 - Floor walking
 - Issuing and returning books
 - Shelving
 - Cash handling
 - Reservations
 - Answering queries and dealing with customer enquiries
- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.

Contacts:

In all contacts the postholder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Other members of the library service, Adult Learning, ACS and other Directorate staff

External: Members of the public, colleagues in partner organisations

Notes:

- This post is subject to a criminal record check under the arrangements established by the Criminal Records Bureau.
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Disability Discrimination Act.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Prepared by:
Updated by

Helen Reeves
Julie Morris

Date: March 2010
Date: Jan 2015