



# Job Description

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St. Helens Council

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| <b>Post:</b>            | <b>Team Librarian: (North)</b>  |
| <b>Department:</b>      | <b>Peoples Services</b>   |
| <b>Grade:</b>           | <b>SCP 29-31</b>  |
| <b>Responsible to:</b>  | <b>Service Development Manager</b>  |
| <b>Responsible for:</b> | <b>Community Library Officers, Senior Library Assistants and Library Assistants</b> |

## **Purpose of the Post:**

**To work as a member of the Libraries Team, contributing to the management, development, delivery and promotion of an effective customer focused Library Service within St Helens.**

**To lead the development, specification, co-ordination, promotion and delivery of library services, activities and resources in order to ensure a consistent approach to library services across the Borough.**

**To ensure the delivery of projects and campaigns across the service, working in partnership with others as appropriate, to maximize the impact of the service within available resources.**

**To manage and develop the capabilities of the Operational Team to deliver the above.**

**To deputise for team librarian colleagues as required**

**This is a mobile post within the borough.**

## **Duties and Responsibilities:**

### Customer Service and Service Delivery

1. To be responsible for a range of library duties across designated library facilities, including counter duties as necessary, ensuring excellent customer care among staff, and dealing with complex customer enquiries.
2. To input customer comments and complaints on the Customer Relationship Management System; to answer referred comments and complaints as required; to assist LMT in formulating policies and procedures as a result of customer feedback



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3. To be responsible for stock management, promotion and maintenance across designated facilities. To work with other colleagues on stock selection for all aspects of the service as required.
4. To support the implementation of key council and library strategy, policy and plans at branch level.
5. To be available, as necessary, to provide cover for the Library Services across the borough, in order to meet the needs of the service
6. To undertake Duty Librarian duties on a rota basis, including some evening and Saturday work

## Staff Management

1. To lead Cluster Teams, under the direction of Libraries Management Team, providing effective operational management of a designated group of library facilities across the Borough, including staff, buildings and stock
2. To manage CLOs as required, supporting them to take responsibility for the management, supervision, organisation and deployment of staff within a designated group of library facilities. To manage performance and conduct, undertaking appraisals, allocating duties and managing leave.
3. To manage the support and supervision of students, trainees and volunteers in work experience placements
4. To be responsible for the recruitment, selection, training and development of Community Library Officers, Senior Library Assistants and Library Assistants, as required.
5. To support the training and development of library staff in a variety of ways including coaching, mentoring, reinforcing existing procedures and processes and implementing new ones as required.

## Service and Facilities Promotion

1. To promote the Library Service actively, raising awareness of the range of library services across the Council and local community. To support LMT in devising strategies for increasing visitor numbers and new memberships.
2. To enhance reader experience and activity by promoting information, learning and online services and by planning, organising and delivering a range of events and activities e.g. reading groups, author events, class visits, storytelling sessions, displays, exhibitions.



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3. To develop local partnerships with relevant statutory, voluntary and community organisations and groups, ensuring inclusive, responsive and appropriate services are delivered to customers across the borough;
4. To liaise where necessary with internal council departments and external agencies to promote the service
5. To contribute to the development of the Library and Information Service, working with managers, colleagues and departmental task groups: provide information and support to staff concerning service developments: take responsibility for cascading key information from library teams, leading regular staff meetings, and feeding back staff comments and suggestions

## Finance and Administration

1. To manage elements of service budgets and other financial resources effectively, including Petty Cash, under the direction of the Libraries Management Team, and in line with Council policies and financial regulations
2. To support the performance management of the Library and Information Service, setting localised targets for Performance Indicators, providing information, data and reports as and when required
3. To complete risk assessments as required.
4. To open and secure the premises as required following set procedures and where appropriate to be responsible for premises, and safe keys
5. To contribute actively to continuing self-development and personal professional awareness, including an understanding of the major current issues and opportunities affecting library services.

## Other Duties

1. To take overall responsibility within a designated group of library facilities, for monitoring compliance with Health and Safety policy and procedures, including being the Responsible Officer for fire safety, keeping appropriate records as required and for maintenance matters including when necessary, reporting and monitoring repairs, ordering materials, providing access for building contractors, monitoring cleaning and ensuring Council standards are met.
2. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area and amongst employees within the remit of the post.



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3. To be responsible for the implementation of the Council's Human Resource Policies and Procedures including employee relations and training within the remit of the post
4. To comply with the Council's Data Protection Policy and Code of Practice within either both the service delivery and/or supervision of employees.
5. To undertake such other duties commensurate with the grade of the post as may be assigned to accommodate the changing needs of the service

To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.

To be responsible for the implementation of the Council's Health and Safety Policy and associated safe working procedures and guidelines. To contribute towards the identification and management of risk within the service area.

To communicate the Health and Safety Policy, procedures and guidelines to all employees and contractors under the management/supervision of the post holder. To monitor compliance with the policy, procedures and guidelines, keeping appropriate records as required.

**This post is not subject to Disclosure.**

**This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).**

**The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.**

**Date Prepared: June 2016**

**Date reviewed:**