



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**JOB DESCRIPTION**

POST TITLE:	Head of Library, Adult Education and Heritage Services
Grade:	MG2
Division:	Libraries/ Adult Education
Location:	Civic Centre
Responsible to:	Director of Community and Housing
Responsible for:	Service Development Manager, Strategic Operations Manager, Projects & Procurement Manager, Service Manager – Adult Education
Post number:	Date: August 2015

**1. MAIN PURPOSE**

- To provide strategic leadership to the Library, Adult Education & Heritage Services to deliver relevant, customer focussed and cost effective services.
- To ensure that the Council's statutory duties with respect to library provision are satisfactorily discharged.
- To manage and develop strategy and practice to ensure effective library, adult education and heritage provision for the London Borough of Merton, taking account of all relevant political, social and resourcing factors. Advise lead officers and members on national frameworks and policy.

- Overall accountability for all budgets (£4.4 million) pertaining to the Library, Adult Education & Heritage Services and to deliver innovative and efficient ways of providing the service.
- To bring a Libraries, Adult Education and Heritage perspective to the management of the Community and Housing Department and to work with colleagues on organisational management and development.
- To participate in the corporate management process within the Council, helping to ensure that core values are adhered to and corporate objectives are met.

## **2. MAIN DUTIES AND RESPONSIBILITIES**

1. To have lead responsibility for a 'comprehensive and efficient' library service, addressing the 'needs of adults and children', according to the Public Libraries and Museums Act of 1964.
2. To have lead responsibility for the commissioning of adult education for Merton residents
3. Responsible for developing strategy and policy in all aspects of Library, Adult Education and Heritage service provision, advising and making recommendations to elected Members, the Director, and other senior colleagues.
4. To be responsible for the borough's network of libraries and heritage services ensuring high standards of service quality.
5. Manage the operations of the Library, Adult Education & Heritage Service, ensuring a high standard of customer focus and taking account of the diverse nature of customers.
6. Ensure that the Libraries, Adult Education and Heritage Service plays a full role in corporate improvement boards and that opportunities for integration of services and service delivery channels are maximised.
7. To implement policies agreed by appropriate committees and to undertake business, performance and development planning processes and ensure regular monitoring and review.
8. Be responsible for the selection, recruitment and deployment of staff within Libraries, Adult Education and Heritage services, ensuring the implementation of Council policy. To ensure an appropriate management structure for the services and take steps to ensure that staff are well motivated, effectively trained and supervised.
9. Develop, or facilitate and encourage the development of, new and innovative partnership arrangements to further enhance service delivery. Develop and

maintain productive relationships with any external providers in order to ensure that good value and quality can be obtained for Merton residents.

10. Ensure effective communication and consultation with stakeholders; ensure effective working relationships with partner agencies and volunteers.
11. Formulate annual strategic plans and ensure that relevant performance objectives are set.
12. Ensure that a balanced annual revenue budget is delivered for the Library, Adult Education & Heritage Service including ongoing monitoring and reporting. Deliver extensive value for money and identify ongoing efficiencies and manage their impact with stakeholders. Ensure that all contracts pertaining to the Library, Adult Education & Heritage Service follow procurement guidelines.
13. Ensure that any regulatory requirements are met in provided or commissioned services, with particular reference to OFSTED requirements for adult education.
14. To be the Council's lead officer in dealings with the Skills Funding Agency, Arts Council England and the Department for Culture, Media and Sport as lead national bodies for the sector; advise the Council, senior officers and Members on all relevant issues emerging from local, regional and national forums.
15. Responsible for managing capital projects in accordance with the Council's capital programme; monitor the procurement and delivery of construction and management contracts as the client officer.
16. Attend and represent the Council at committee meetings, public forums and liaison meetings with external bodies.
17. Ensure that the Council's Equalities and Diversity Policy is implemented across every area of management and service provision including ensuring that detailed Equalities Analysis is completed and presented and that changes to service delivery are carefully reviewed.
18. Manage health and safety in the work place and in sites and venues used by the Service, in accordance with current legislation, codes of practice and Council policies and procedures. This includes the preparation of detailed risk assessments and responsibility for staff, clients and the general public.
19. Participation in/contribution to DMT Community and Housing Management Team, to participate in the management, development and promotion of all aspects of the Division.
20. To perform other duties as may be required from time to time by the Director of Community and Housing, commensurate with the general duties and grading of the post. Duties include representing the

department at internal and external committee meetings where relevant.



generation. Knowledge and awareness of the variety of external funding initiatives and means of assessing them.

- Proven leadership and interpersonal skills combined with the ability to work effectively as an individual and within a team in an environment of competing priorities and tight deadlines.
- Effective problem solving skills and ability to analyse and evaluate information and apply criteria to make judgements.
- Understanding of and commitment to equality of opportunity in employment and service delivery. Ability to develop and implement policy procedures to promote the Council's equal opportunities policy in the Library and Heritage Services.
- Clear vision of the future for library, adult education and heritage services in an authority such as Merton and an ability to put that vision into effect. Evidence of the ability to lead change in a resource constrained environment.

### **Experience and training**

- Experience of significant budgetary management and developing a cost effective organisation.
- Substantial senior management experience in a public library and/or adult education service and experience of planning, implementing and managing significant change and supporting staff through that process.
- Librarian and/ or education management qualification, or equivalent:

### **Other**

- Ability to attend evening meetings and at weekends, when required.
- Full driving licence and willingness to provide own car for use at work.