



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

**POST TITLE:** Library Service Manager

**Grade:** ME14

**DIVISION/SECTION:** Library, Heritage & Adult Education Service

**Location:** Civic Centre

**Responsible to:** Head of Library, Heritage & Adult Education Services

**Responsible for:** Senior Development Officers (2), Resources Manager and team (3), Heritage & Local Studies Centre Manager, Library Managers and teams (23.5)

**Post number:** TBC                      **Date:** November 2016

**1. MAIN PURPOSE**

- Be an active member of the Senior Management Team taking responsibility for service planning and ensuring that value for money is delivered within all services managed.
- Provide strategic direction and lead the library and heritage teams ensuring that all service performance targets and objectives are met.
- Lead on the operational management of the service including learning & development, workforce planning, income generation, health & safety, change and absence management.

- **Lead on major projects including library redevelopments, service transformation, consultation exercises, marketing and communications.**
- **Develop partnerships and new initiatives that improve the breadth of services and empower customers to do more for themselves.**

## **MAIN DUTIES AND RESPONSIBILITIES**

1. Act as an active member of the Libraries, Heritage and Adult Education senior management contributing towards strategic development of the service, service planning and driving forward a performance culture.
2. Effectively oversee staff performance leading the operational library staff team, service development team, resource team and the heritage & local studies team. Oversee the development of effective team plans.
3. Deputise for the Head of Library, Heritage & Adult Education Service in their absence including attending any internal or external meetings.
4. Work flexibly across the portfolio of services to ensure that key priorities are delivered and meet corporate objectives.
5. Take a strategic lead on developing and managing buildings ensuring that all major work is undertaken efficiently and effectively. Work with facilities to develop building improvement plans. Support managers with both planned and emergency building related issues and act as a key holder for libraries in case of emergencies out of core operating hours.
6. Oversee the delivery of all frontline services ensuring that resources are effectively managed.
7. To act as the customer service lead for the service ensuring the consistent delivery of an excellent service including overseeing the implementation of the customer complaints process and reviewing performance.
8. As the main change agent for the Library & Heritage Service to identify and embed new projects.
9. Contribute towards annual service planning, liaising with all relevant stakeholders, taking account of the key performance indicators for the library service and council priorities.
10. Using a range of media, lead on all aspects of communication for the Library and Heritage Service including drawing up an annual Marketing & Communications Plan.
11. Lead on all web based services for the Library & Heritage Service. Analyse the quality provided and develop new services for customers.
12. Take a lead on income generation and develop new and innovative income streams. Lead on the co-ordination of funding applications and

sponsorship proposals to bring in significant funds and keep abreast of new initiatives.

13. Research and use data from a variety of different sources to inform plans. Undertake public consultation exercises for the Library & Heritage Service ensuring that actions are implemented.
14. Assess the impact of all activities and ensure they meet service priorities and value for money. Identify new services and products to meet changing priorities and markets.
15. Lead on the development of volunteering opportunities to support service delivery across all libraries. Oversee the recruitment, management, development and retention of library volunteers.
16. Act as the service lead for establishing new partnerships to enhance the service offer. Establish new links with a range of stakeholders and draw up Service Level Agreements and effective monitoring systems in agreement with partners.
17. Act as the service lead for IT operations liaising closely with IT services and external suppliers to ensure that systems are fit for purpose and reliable. Lead on service upgrades and operational IT improvements.
18. Ensure that council assets are safeguarded with up-to-date Library Service inventories for all sites.
19. Lead on devising, implementing and monitoring the service's annual training plan taking into account current and future skills needs.
20. Act as the service lead for business continuity, learning & development, health & safety, risk management and equalities. Contribute to departmental and corporate plans.
21. Any other duties commensurate with the post.



**LONDON BOROUGH OF MERTON**  
**COMMUNITY AND HOUSING DEPARTMENT**  
**PERSON SPECIFICATION**

<b>POST TITLE:</b>	<b>Library Service Manager</b>	
<b>Grade:</b>	<b>ME14</b>	
<b>DIVISION/SECTION:</b>	<b>Library, Heritage &amp; Adult Education Service</b>	
<b>Location:</b>	<b>Civic Centre</b>	
<b>Responsible to:</b>	<b>Head of Library, Heritage &amp; Adult Education Services</b>	
<b>Responsible for:</b>	<b>Senior Development Officers, Resources Manager, Heritage &amp; Local Studies Centre Manager, Library Managers</b>	
<b>Post number:</b>	<b>TBC</b>	<b>Date: November 2016</b>

### **Knowledge**

- An in depth understanding of how libraries contribute to council objectives.
- An in depth understanding of national policy for libraries including keeping abreast of any new developments and cascading to staff where appropriate.
- Excellent knowledge of managerial policies, practices and controls related to the management of people, particularly in a remote context.
- Knowledge of project and programme methodologies.
- Specialist knowledge of customer service policies and procedures across a wide spectrum of different services.
- In depth building management knowledge with an ability to manage major building improvement works.
- An excellent understanding of the key concepts of marketing and communications and how they pertain to library services.
- Understanding of performance management frameworks and how they pertain to library services.

- In depth knowledge of health and safety, safeguarding, equalities and other frameworks to inform how library services are delivered.

## **Skills**

- Ability to be able to set standards and monitor processes for all libraries whilst working remotely.
- Ability to influence a large cohort of staff and other stakeholders that you may not directly manage to ensure service outcomes are achieved.
- Excellent writing skills including the ability to be able to write reports, policies and procedures.
- Excellent communication skills, both verbal and written with ability to be able to quality control and set standards for all external communications pertaining to the Library & Heritage Service.
- Excellent planning and organisational skills including the application of project methodology, where applicable.
- Deliver projects to a high standard, on time and in budget.
- Good budget management skills to be able to set and report on designated areas using computerised systems.
- Excellent people management skills and the ability to apply policies and procedures appropriately.
- Ability to lead on drawing together new policies and procedures and ensure that they are embedded across all libraries.
- Be able to prioritise and meet deadlines in a pressurised environment and to cope with changing work priorities.
- Ability to be able to make decisions at a senior level and to take into consideration the impact of decisions on staff and customers.
- Customer focussed with the commitment to continuously improve standards across the library service.
- IT literate with the ability in particular to be able to effectively manage the smooth running of web based services and develop new products.

## **Experience and background**

- Public library experience OR experience of working in a customer service environment.
- Experience of managing people, particularly in a remote context.
- Experience of managing and delivering high profile projects and monitoring outcomes.
- Experience of working in a performance culture.
- A background in marketing and communications.