

Role Profile

Part A - Grade & Structure Information

Job Family Code	8PE	Role Title	Group Manager
Grade	PS8	Reports to (role title)	Area Lead
		Directorate / School	Education, Lifelong Learning and Culture
JE Band	269-313	Service / Department	Library Service
		Date Role Profile was created	Jun-20

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To lead frontline staff in providing a modern and transformed public library service to those who live, work or study in Surrey. They will drive service improvements and inspire teams to develop and deliver an agreed vision for the Library Service in line with the organisation's overall strategies and ambitions</p> <p>To deliver a high-quality library service, which is recognised across the county as delivering excellence to all its customers. Actively working with a range of stakeholders including customers, staff and local communities to build strong relationships and partnerships for delivering service objectives and outcomes</p>
Work Context	<p>To be responsible for day to day operations and service delivery of Library Plus and a group of geographically linked libraries ensuring an efficient and effective deployment of resources within the service.</p> <p>To manage and lead a team of Branch Managers, Library Assistants, Weekend Library Assistants and Volunteers at the Library Plus branch and other group libraries</p> <p>The role holder is always expected to be proactive and maintain a positive attitude. They will take initiative and make decisions as and when required. They will always collaborate and communicate with colleagues internally and externally remaining professional</p> <p>To support effective working relationships and act as an ambassador and advocate with external organisations, deputising for the Area Leads as appropriate</p> <p>The role holder will be required to work flexibly to meet the library opening hours which includes evening and weekends. They may be required to work alone at times. They will also need to be willing to travel to and work from any library locations within Surrey as and when required</p>
Line management responsibility if applicable	Responsible for managing a team of Branch Managers
Budget responsibility if applicable	N/A

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the regular monitoring and review of services established to facilitate service improvement. • Provide specialist/professional advice and recommendations within defined policy and procedures to support informed decision making. • Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan personal and/ or team resources to enable delivery of a quality service. • Lead small scale projects and reviews or support more complex projects and reviews to promote engagement within the service area. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Adhere to established processes and systems to monitor and review service delivery and achievement of agreed objectives. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for and manage work within the finance and resources allocated. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, the community and volunteers on operational issues and opportunities to share knowledge, raise awareness and ensure quality, integrated service delivery. <p>People Management</p> <ul style="list-style-type: none"> • Allocate work and monitor the standard of team performance and ensure resolution of any issues, and / or may take on a coordinating and supervisory role with more junior staff as directed by their manager. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Advanced Vocational Qualifications at level 4 and/or relevant professional qualification and specialist experience. • For some roles a relevant degree may be required. • Sound knowledge of the service/functional area including relevant legislation, policies and procedures relating to the service area. • Customer focus and the ability to listen to and understand customer needs to provide appropriate services to a high standard. • Ability to manage a range of projects to completion. • Proven IT skills and able to use technology to be effective in the role. • Effective written and oral communication and interpersonal skills with the ability to maintain effective working relationships at all levels. • Ability to prioritise and plan and make best use of personal resources in achieving performance objectives. • Ability to organise, develop and motivate a team of staff and apply relevant organisational procedures and policies.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Experience of working at a management level in a library or customer focussed environment • Knowledge and awareness of national library initiatives, current trends and developments • Experience of delivering customer focussed services and service improvements managing demands and pressures of the service • Experience of promotion and marketing of hireable spaces within libraries are well to the community and wider audience • Manage a customer focussed service, be able to investigate and respond to customer complaints in an effective manner • Ability to write reports (e.g. community profile, performance update, personnel reports etc) and evaluate and present data in a structured format • Experience of leading, managing, inspiring and motivating teams by creating a culture of continuous improvement and encourage staff to play their part in identifying the potential for innovation and efficiencies in key processes • Ability to co-ordinate events and activities, stock availability, information and learning and income generation opportunities in libraries in liaison with Area Lead and Development team members • Ability to deliver business plan and help with achieving library performance targets for book issues, visits, new membership, income as set out in the annual service plan • Experience of engaging with new audience and actively work with communities to develop and deliver services, cultivating partnerships and relationships. Work with relevant development teams to deliver cross county projects and activities whilst curating a local programme • Knowledge and awareness of the Library management system and self-service technology with an ability to troubleshoot related IT issues when dealing with customer queries and complaints • To be able to organise the on-going co-design engagement with residents to meet the objectives of Library and Culture Service strategy • A positive attitude to training and personal development; and an enthusiasm to help the public and deliver high quality customer service. • Act as a library champion and show an interest in and enthusiasm for, books and reading and actively promote core library offer which includes reading, learning, information, health & wellbeing and digital
Role Summary	<p>Roles at this level may supervise a team providing a public facing service of facility. Alternatively, they may hold specialist knowledge used to provide a service involving complex equipment/resources to enable customers to access, examine and utilise assets, resources and information. They require the ability to influence and practically apply knowledge on the basis of technical knowhow, facts and evidence. They engage with members of the public, customers or other agencies/ partners to review and promote service delivery and resolve problems. Role holders need to be able to work independently whilst working under the supervision of more experienced staff.</p>

To be completed by JE Coordinator

Reference Number	
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