

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10PE</b>	<b>Role Title</b>	<b>Library Area Lead</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Strategic Manager: Operations</b>
		<b>Directorate / School</b>	<b>Education, Lifelong Learning and Culture</b>
<b>JE Band</b>	371-438	<b>Service / Department</b>	<b>Library Service</b>
		<b>Date Role Profile was created</b>	<b>Jun-20</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To lead and manage a geographic area of the service which comprises multiple libraries and multi-disciplinary teams, thereby contributing to the professional services required to deliver an efficient, effective, high quality, responsive and innovative modern library service</p> <p>To drive service improvements in line with the Library and Culture Service strategy 2020-2025 by sharing and building specialist knowledge of specific areas and will develop, lead and manage assigned areas of service delivery and improvement</p> <p>To lead on a specific key service function across Surrey County Council Libraries</p>
<b>Work Context</b>	<p>The Area Manager will work closely with other managers and the Strategic Manager-Operations to achieve a high level of service delivery, achieving targets and positive outcomes in line with the Council's priorities. The role holder will work on their own initiative and make decisions, in consultation with other senior managers and Head of Operations as necessary.</p> <p>They will line manage the Library Plus Managers and oversee large numbers of staff to deliver a high-quality service which is recognised across the county as delivering excellence to all its customers</p> <p>They will build effective working relationships and act as an ambassador and advocate with external organisations, deputising for the Strategic Manager:Operations as required.</p> <p>The role holder will be required to work flexibly and travel extensively to different libraries across Surrey County Council. The role may require the post holder to work weekends and evenings as per the needs of the library service</p>
<b>Line management responsibility</b> if applicable	Responsible for line management of Library Plus Managers and Library support officer
<b>Budget responsibility</b> if applicable	Responsible for a small library budget as allocated by the Head of Operations

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Contribute to the development and achievement of business plans to develop and implement agreed strategy.</li> <li>• Promote and manage the delivery of the service to meet the needs of the public.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Manage the planning and delivery of the programme of work/workloads within their area of responsibility to achieve a quality service, and ensure any technical and statutory requirements are met.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy to support decision making.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist with budget/resource/funding management in accordance with the organisation's policies and procedures, and may have revenue generation targets.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree and/or relevant professional qualification and experience, or considerable experience of working within the service area.</li> <li>• Thorough knowledge of the service/functional area.</li> <li>• Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided.</li> <li>• Ability to understand and monitor budgets in accordance with financial procedures.</li> <li>• Proven written and oral communication and interpersonal skills with and the ability to create and maintain effective working relationships at all levels.</li> <li>• Proven IT skills and able to use technology to be effective in the role.</li> <li>• Ability to prioritise and plan and make best use of personal and project resources in achieving performance objectives.</li> <li>• Ability to manage a range of complex or high profile projects through to completion.</li> <li>• Experience in successful recruiting, managing, coaching and developing of staff.</li> </ul>

<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>•Experience or knowledge of working at a senior management level in a public sector environment and an understanding of the challenges and constraints facing it</li> <li>•Knowledge of modern library service provision with an awareness of national library developments and how those could relate to or benefit Surrey Libraries</li> <li>•Experience of delivering customer focussed services and service improvements managing demands and pressures of the service in a busy multi-tasking environment</li> <li>•Ability to investigate and respond to customer complaints in an effective manner, instigate evaluation and learning from customer feedback and working to reduce complaints</li> <li>•Substantial experience of staff management at different levels and ability to appraise, performance manage staff, provide coaching &amp; mentoring skills, deliver training as and when required to keep staff enthused and motivated</li> <li>•Experience of leading and inspiring teams by setting targets to deliver an agreed vision for the library in line with the organisation’s overall strategies and ambitions. Create a culture of continuous improvement and encourage staff to play their part in identifying the potential for innovation and efficiencies in key processes</li> <li>•Ability to develop strategic business plans for libraries on an annual basis in partnership with staff, senior managers and other business partners both internally and externally</li> <li>•An interest in, and enthusiasm for, books and reading and be able to take the lead in promoting libraries core offer which includes, lifelong learning , reading, information, health &amp; wellbeing and digital to supports excellent standards of service, innovation, partnership and continuous improvement</li> <li>•To plan, develop and implement evidence-based customer and community engagement strategies and adopt an empowering approach to support Library Plus Manager to achieve individual library action plans</li> <li>•Experience of coordinating service wide projects and resources, and of working with partner agencies and building networks</li> <li>•Experience of budget management and monthly monitoring and reporting as specified by the Head of Operations</li> <li>•Ability to analyse data and write clear and concise reports for presentation to senior managers and members</li> </ul>
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<p><b>Role Summary</b></p>	<p>Roles at this level lead and manage the work of larger teams providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading the implementation of strategy in a particular area. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area’s business plan and to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>
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**To be completed by JE Coordinator**

<p><b>Reference Number</b></p>	<p>BM-2021-322</p>
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