Role Profile

Part A - Grade & Structure Information

Job Family Code	**10PE**	**Role Title**	**Resources & Reader Development Lead**
Grade	PS10	**Reports to (role title)**	**Strategic Manager: Development & Support Services**
		Directorate / School	**Education, Lifelong Learning and Culture**
JE Band	371-438	**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	To successfully procure, manage and monitor spend of Libraries stock and resources (physical and digital) budget across 52 Surrey Libraries ensuring value for money and service provision for reader development to meet the needs of diverse communities Working closely with the Programme and Audience Development lead, develop, promote and deliver reader development activities, programmes, projects and initiatives e.g. National Libraries Week, Summer Reading Challenge, World Book Night, Black History Month etc. which engages with local communities and increase usage of library services across Surrey County Council To support the ongoing modernisation and leadership and agreed strategic direction for Surrey Library Service. And contribute to successfully implement the Libraries transformation programme
Work Context	The role holder will manage a team of managers and support officers who will work closely with the operations and development team and provide vision and direction to achieving the service strategy. They will be responsible for overseeing the stock contracts and ensuring the distribution, processing and circulation of stock to libraries in timely manner to meet customer needs and expectations The role holder will have the freedom to make decisions under the direction of the Strategic Manager -Development & Support Services and working with other managers in the operations team To act as an advocate for strong relationship building with partners and stakeholders both internal and external to Surrey County Council This role is instrumental in identifying a wide range of local, regional and national reader development programme and activities that encourages participation from residents and improves library usage and readership To deputise for the Strategic Manager- Development & Support Services as and when required. The role holder will be required to work flexibly and travel extensively in Surrey and outside the county, and will occasionally be required to work unsocial hours including weekends, in order to carry out the key functions of this role
Line management responsibility if applicable	Line management for a small team of managers and support officer
Budget responsibility if applicable	Responsible for approximately, £1m of resources and stock budget

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Service Development • Contribute to the development and achievement of business plans to develop and implement agreed strategy. • Promote and manage the delivery of the service to meet the needs of the public. Planning & Organising • 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. Analysis, Reporting & Documentation • Analyse and make recommendations for improvement or development of existing systems, processes or policy to support decision making. Finance/Resource Management • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures, and may have revenue generation targets. Work with others • 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. People Management • Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users. • Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & 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. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree and/or relevant professional qualification and experience, or considerable experience of working within the service area. • Thorough knowledge of the service/functional area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Ability to understand and monitor budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with and the ability to create and maintain effective working relationships at all levels. • Proven IT skills and able to use technology to be effective in the role. • Ability to prioritise and plan and make best use of personal and project resources in achieving performance objectives. • Ability to manage a range of complex or high profile projects through to completion. • Experience in successful recruiting, managing, coaching and developing of staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	·Experience and understanding of working at a senior management level in a public sector environment and the challenges and constraints facing it ·Extensive knowledge of the provision of a library service and awareness of national library initiatives and developments ·Evidence of continued professional development and willingness to undertake training and development opportunities ·Ability to plan, manage and develop a high-quality professional service necessary to provide an efficient, effective and high-quality Public Library Service to all ages ·To actively participate in the development and delivery of Library and Culture Service strategy 2020-2025 and annual business plans across Surrey Libraries ·To work with Library Area Leads and strategic managers on setting performance target and ensure the team works with the frontline staff to achieve set targets ·Experience of leading and managing a team which focusses on quality, relevance, and value for money offer when purchasing stock and resources ·Experience of streamlining stock processes and policies for efficiency and timely distribution of stock to libraries ·Ability to represent Surrey Libraries on the Stock Consortium and keep up to date on the stock developments through regular attendance at meetings and seminar ·Knowledge and experience of writing reports, evaluating and presenting data and developing stock policy ·Experience of developing and implementing new ideas on stock displays, special promotions to attract new audience and communities ·Ability to identify opportunities for internal and external funding and securing regional grants to support the development of library service ·Ability to encourage, support and develop income generation opportunities through targeted events and activities I.e. author talks, film screenings, plays etc. ·Experience of staff management at different levels and ability to performance manage staff by implementing relevant HR policies and procedures ·Extensive experience of planning, designing, commissioning and leading projects that leads to delivering service improvements and change ·Extensive knowledge of budget management with an ability to get a right balance in budget spend for physical and digital stock and other reader development resources ·Demonstrable ability to inspire and motivate staff and to share enthusiasm and knowledge of books and reading with customers & colleagues ·Demonstrable ability to communicate clearly & effectively in person, in writing and giving presentations ·Demonstrable ability to organize and implement work programmes effectively, to work under pressure and tight deadlines ·Demonstrable ability to identify, engage and work with appropriate partners ·Demonstrable ability to produce imaginative solutions to problems and issues facing the library service, and translate ideas into practical actions ·Experienced in the use of general office software & social media applications e.g. word processing, spreadsheets, presentation software, email, searching the internet; Twitter, Facebook, Instagram etc.
Role Summary	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.
Reference Number	BM-2021-344

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