

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>6PE</b>	<b>Role Title</b>	<b>Branch Manager</b>
<b>Grade</b>	PS6	<b>Reports to (role title)</b>	<b>Group Manager</b>
		<b>Directorate / School</b>	<b>Education, Lifelong Learning and Culture</b>
<b>JE Band</b>	192-227	<b>Service / Department</b>	<b>Library Service</b>
		<b>Date Role Profile was created</b>	<b>Sep-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 Supervise and deliver a modern public library service to those who live, work or study in Surrey. The role holder will deliver a service to all ages and backgrounds with a local focus providing excellent customer service.</p> <p>They will develop an understanding of local communities and be able to build partnerships with staff, volunteers and key stakeholders. They will contribute to library service objectives by supervising day to day transactions and be responsible for the delivery of the library programme in their library.</p> <p>To make a direct impact on the lives of residents by providing them books and information to learn and progress in a safe environment and contribute towards their health and wellbeing through engagement and participation in cultural activities</p>
<b>Work Context</b>	<p>They will be responsible for day to day operations and development of front-line services and be able to lead and deploy a team of staff and volunteers to deliver excellent services across a number of libraries</p> <p>This is a customer facing role and requires proactiveness, positive attitude and resilience to be able to deal with a range of tasks in a busy environment. They should be able to demonstrate model behaviour at all times when dealing with staff, customers and stakeholders</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 loactions within Surrey as and when required</p>
<b>Line management responsibility</b> if applicable	The role holder will be responsible for line managing a small team of Library Assistants and Weekend Library Assistants in a specific library or group of libraries
<b>Budget responsibility</b> if applicable	N/a

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Support the ongoing delivery of the service in line with agreed standards and performance measures.</li> <li>• Raise awareness of the service by assisting with relevant public relations activities.</li> <li>• Contribute to the ongoing improvement of systems and practices relevant to the service area.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Assist in development and project work, working with other staff to provide information and feedback.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Maintain specialist archives or records relevant to the service area including supporting members of the public to access relevant services.</li> <li>• Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May provide or support the management and delivery of chargeable services.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Build effective relationships internally, externally and with members of the public to ensure high levels of customer service.</li> <li>• Provide advice and guidance to members of the public on specialist services, referring serious issues as necessary.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• May oversee and guide more junior staff sharing expertise and knowledge within the team.</li> </ul> <p><b>Duties for all</b></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 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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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 2/3 or equivalent in relevant field with practical knowledge of the service area.</li> <li>• General knowledge of and interest in the specialist area including, where relevant, basic awareness of relevant legislation.</li> <li>• Good IT skills able to use databases to a high standard of accuracy.</li> <li>• Able to plan and prioritise own work in the context of conflicting priorities.</li> <li>• Ability to work effectively and flexibly as part of a team.</li> <li>• Ability to guide and support less experienced or more junior colleagues.</li> <li>• Effective written and oral communication and interpersonal skills.</li> <li>• Experience of providing high levels of customer care and professionalism to members of the public.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• Experience of working in a library or customer focussed environment</li> <li>• Knowledge of the provision of a library service and awareness of national library initiatives and developments</li> <li>• Ability to work effectively under pressure and thrive in a busy multi-tasking environment</li> <li>• Ability to deliver a programme of events and activities which attract new users and sustain existing use from the local community</li> <li>• Ability to lead and develop innovative library service by working with existing community groups and new partners to design the programme and delivery of services to meet local needs exceeding expectations of individuals and communities</li> <li>• Ability to learn and deal with property maintenance issues in liaison with Library Plus Manager and SCC Property department</li> <li>• Co-ordinate events and activities and stock availability in libraries in liaison with Stock and Reader Development team members</li> <li>• To work with Library Manager Plus to achieve the agreed annual performance targets for book issues, visits, new membership, income as set for the library or group of libraries.</li> <li>• Knowledge of supporting Library Manager Plus with transactional services within library buildings</li> <li>• 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</li> <li>• Demonstrable understanding of, and ability to manage, lead, train, inspire and motivate staff and volunteers</li> <li>• A positive attitude to training and personal development; and an enthusiasm to help the public and deliver high quality customer service.</li> <li>• 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 &amp; wellbeing and digital</li> </ul>
<b>Role Summary</b>	<p>Roles at this level provide a practical or advisory service within a specialist service area to members of the public in line with agreed standards. Role holders are able to process information using appropriate knowledge of the specialist service area, processes and best practice to apply factual guidance and advice. They will need to be able to work independently, as well as part of a team and set their own priorities within short, e.g. day-to-day or week-to-week timescales. They may be involved in guiding the work of less experienced or more junior staff.</p>
<b>To be completed by JE Coordinator</b>	
<b>Reference Number</b>	