

Job Description

Job Role: Library Supervisor

Service: Library Service

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	HC7
Location:	Central Area
Responsible to:	Area Library Manager

Main purpose of the role

Responsible for:

Management of Library assistant

Specific sites including risk, premises and capital Programmes

Volunteers and work experience placements

Spending and income approx. £70,000 revenue (excluding staffing)

Key relationships

Library and Reader services, back office functions, internal commissioners of services and external partners, all parts of the local authority as 'front face' of the organisation

Voluntary agencies, local authorities, government agencies, public private agencies, suppliers, commercial agents acting on behalf of customers and all relevant stakeholder groups as defined by the service requirement

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To be responsible for the day to day delivery and development of excellent frontline customer services for users of Hereford & Belmont Libraries. To lead the local team, coaching of staff, management of stock, equipment and service premises, in accordance with all divisional and council policies and procedures. To also deal effectively and resolve customer enquiries by providing an excellent telephone and face to face customer service 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To manage library sites, including dealing with premises issues, site management and forward planning, risk management, the staffing, spend and income for each site and addressing customer concerns when escalated 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To be part of the organisational change process including supporting staff through transition as well as influencing and implementing new ways of working. Including leading on special projects and fundraising activity 	<ul style="list-style-type: none"> When required
<ul style="list-style-type: none"> Management of staff within the team and site, including provision of staff rota, ongoing assessment, one to ones, performance appraisals, coaching and training and managing attendance 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Potential for additional supervisor responsibilities at other sites 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Manage the income and expenditure, working to agreed financial and administrative practices and procedures which meet the service requirements of the division and the contractual arrangements with internal and external partners. To ensure that they are carried out in accordance with the relevant divisional and council standards and policies and all statutory requirements 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Be the decision maker on site, dealing with customer queries that have not been resolved at first contact and troubleshoot site management issues Resolve escalated comments and complaints, adhering to existing complaints procedures 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Initiate improvement and have a leading role in the strategic development of each site in terms of major development or part of continuous improvement for the customer experience 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Liaise with other departments and teams within the council to deliver services and improve customer experience including feedback to back office staff 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Deputise for other Supervisors within libraries or the Area Library Manager as required 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Development of local service plans for each site taking into consideration local needs and development opportunities also assist in the production of the wider customer services strategy 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Accountable for delivery of service level agreements and relevant monitoring arrangement 	<ul style="list-style-type: none"> Monthly
<ul style="list-style-type: none"> Provide an effective and efficient resolution to customer enquiries made via any contact channel supported by the service, for example, web, email, telephone, face to face, instant messenger etc. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Undertake mandatory training and personal development as agreed within annual performance appraisal 	<ul style="list-style-type: none"> As required



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Promoting the most effective contact channels balancing the needs of the business and the customer for example using all digital self-service channels 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure effective communication with colleagues and customers and deal with the compliments and complaints in accordance with current procedures 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To have responsibility and be based at Hereford & Belmont Libraries, or work from another location as required by the demands of the service 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Maintain local registers in conjunction with the Area Library manager 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Lead on task and projects as assigned by the management team that have a benefit to customer services or wider impact on the local authority and its partners 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Manage, motivate and supervise teams, including task allocation, 1-2-1's ongoing assessment, counselling, coaching, training & development, and recruitment and selection processes for frontline staff 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Accountability for following procurement procedures using the appropriate systems in line with designated responsibility 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Deliver services in line with agreed standards publicised and performance indicators Undertake appropriate actions to test the quality of the service 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure all stock and resource materials are available as required and are stocked and shelved appropriately 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure all financial and administrative procedures are carried out in accordance with the relevant standards 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To supervise the deployment of resources and to take responsibility for the security and maintenance of cash, stock, equipment and the premises 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Compiling statistics relating to customer enquiries and work processed and assist with the interpretation of data for performance management purposes 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Ensure training and continuous improvement for all staff 	<ul style="list-style-type: none"> Regularly



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> Ensure that all enquiries and other management data are appropriately logged, tracked, evaluated and recorded on the relevant systems and in compliance with security/Data Protection Act 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Ensure that staff meet all service and contractual standards and liaise with partners on the maintenance, improvement, quality and scope of services provided on their behalf 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Ensure the security and maintenance of all equipment and service buildings by checking and fault reporting, liaise with contractors for emergency repairs and minor works 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> Maintain own knowledge and expertise by regularly manning appropriate frontline service 	<ul style="list-style-type: none"> Regularly
<ul style="list-style-type: none"> Ensure that all staff assist in the effective management of stock and the management of paper and electronic information sources in accordance with standards and policies 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> In liaison with relevant providers ensure that hardware, software and network systems are able to deliver the full range of customer services in a reliable and timely manner 	<ul style="list-style-type: none"> Regularly
<ul style="list-style-type: none"> Maintain personal awareness of the councils health & safety policy and service arrangements, ensure safe systems of work 	<ul style="list-style-type: none"> Regularly
<ul style="list-style-type: none"> Monitor, check and give feedback on the effective operation of administrative and performance management tasks e.g. deliveries, customer surveys, statistical records 	<ul style="list-style-type: none"> Regularly
<ul style="list-style-type: none"> Contribute to the development and improvement to services across the county through business planning and working parties 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Coordinate and report on market research and customer feedback at local level and stakeholders 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Represent Library Services at meetings and seminars and the memberships of groups, committees and working parties and making decisions when the Area Library manager is not present 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> Assist with additional services where provided, children's clubs and activities, special collections, producing displays and exhibitions, participating in partnership joint promotions 	<ul style="list-style-type: none"> Daily



Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
<ul style="list-style-type: none"> Recognised 1st Line Management qualifications or equivalent experience 	Essential	A
<ul style="list-style-type: none"> A minimum of 4 GCSE subjects at 4-9/A-C grades (or equivalent) including English Language and Maths. Or equivalent knowledge gained by other means 	Essential	A
<ul style="list-style-type: none"> Excellent ICT skills 	Essential	A
Experience & Knowledge		
<ul style="list-style-type: none"> Experience of staff management including development through effective coaching and training 	Essential	A, I
<ul style="list-style-type: none"> Experience of individual and team motivation specifically through a change programme 	Essential	I
<ul style="list-style-type: none"> Budget management experience, including income generation and creating savings 	Essential	A, I
<ul style="list-style-type: none"> Project management experience, including taking a lead in service change, improvement and development 	Essential	A, I
<ul style="list-style-type: none"> Experience of service and quality improvement methods and their implementation 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Experience of site management, dealing with risk, emergencies and health & safety 	Desirable	A, I
<ul style="list-style-type: none"> Cash handling finance systems 	Essential	A, I
<ul style="list-style-type: none"> Understand the concepts and practice of effective customer service in a public sector environment 	Essential	I
<ul style="list-style-type: none"> Working in partnership across services and external organisations to improve and develop customer services 	Essential	A, I
<ul style="list-style-type: none"> CRM applications, Library management, data management and online service development 		A, I
Skills and Abilities		
<ul style="list-style-type: none"> Ability to identify trends and develop new concepts 	Essential	A, I
<ul style="list-style-type: none"> Proven track record implementing change in practice that creates efficiencies 	Essential	A, I
<ul style="list-style-type: none"> Experience in partnership working and relationship management 	Essential	A, I
<ul style="list-style-type: none"> Ability to analyse performance information and take appropriate action 	Essential	A, I
<ul style="list-style-type: none"> Relate well to all members of the community maintaining high standards of customer care including assessing needs, dealing with customers who may be angry or distressed 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Clear verbal and written communication skills with the ability to follow complex procedures accurately, including numerical calculations 	Essential	A, I
<ul style="list-style-type: none"> Work accurately and systematically in a multitasking situation with frequent interruptions having the ability to multitask using initiative and make decisions 	Essential	A, I
<ul style="list-style-type: none"> Use ICT software accurately including customer relationship management applications, emails and internet 	Essential	A, I
<ul style="list-style-type: none"> Problem solving and troubleshooting a range of issues 	Essential	A, I
<ul style="list-style-type: none"> To be flexible and able to adapt to changing working requirements which could include lone working, coach colleagues and undertake work shadowing/relief cover 	Essential	A, I
<ul style="list-style-type: none"> Personal awareness of all the councils Health & Safety policies and procedures and to fully co-operate Understand responsibilities in relation to Lone working and safe working Understand and fully co-operate with all manual handling procedures Ability to push loaded book trolleys and lift and shelve books(including above shoulder height and below knee height if required 	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Ability to travel to other locations in the county and be willing to work flexible hours, including late evenings, weekends and bank holidays 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique





**Herefordshire
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**Spirit of
Herefordshire**

A place to Live, Work & Thrive

perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

