

OXFORDSHIRE COUNTY COUNCIL

Resources

JOB DESCRIPTION

Job Title: Assistant Library Manager
Service: Customer Experience
Team: Libraries
Job type: Permanent
Grade: 7
Hours: as per contract of employment
Responsible to: Library Manager

MAIN PURPOSE(S) OF THE JOB:

- To assist the Library Manager in ensuring that the library operates to the highest standards of customer service set by the Library Service Management Team, managing the resources of the library to meet all customer needs and applying all Oxfordshire County Council policies and procedures at a local level
- This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies. This includes:
 - familiarising yourself with the council's policies on safeguarding children and vulnerable adults
 - acting according to the inter-agency safeguarding procedures of the Oxfordshire Safeguarding Children Board and Oxfordshire Safeguarding Adults Board whenever you have a safeguarding concern about a child or an adult
- Work in accordance with the Corporate CHOICE values and competency framework. [Link to County Council Values](#)
- Library workers will be working on a one to one and group basis with unaccompanied children attending the library. They will lead children's groups and support children with the use of library equipment. They will attend children's settings and supervise volunteers who attend the library to work with unaccompanied children. This will require an Enhanced DBS check

MAIN DUTIES:

Management and Administration

- Promote core library services (reading, information, digital services)
- In manager's absence, actively participate at group meetings and support manager's partnerships within Oxfordshire County Council and the wider community
- Develop the performance of the library by assisting with delivering events and encourage visits by supporting manager's outreach work

- Carry out a range of administrative tasks accurately and on time, including income management, as required by manager

Customer service

- Strive to meet customers' needs
- Actively encourage the use of self service terminals by guiding customers to, and helping customers to use them
- Ensure highest standards of customer service and high levels of customer satisfaction

Stock

- Work with the manager and librarian teams to promote the full range of stock and services
- Follow agreed procedures and policies when dealing with stock

Support Library Staff

- Assist with the recruitment and training of contracted and casual staff
- Help staff to meet objectives and develop skills
- Motivate staff and encourage good team working
- Carry out 1:1s, sickness absence, performance management and personal development processes as required

Community Library Support

- Provide advice and support to local community library staff and volunteers
- You may occasionally – as may other core library staff – be required to work at a community library to cover the manager's absence

Volunteers

- Assist in recruiting and training volunteers to add value to the core library service
- Support the manager by helping to ensure training and Health and Safety risk assessments are completed and that records are maintained
- Support, develop and maintain good communication channels with volunteers as necessary

Premises and equipment

- Support manager in ensuring the building is in good repair and meets Health and Safety regulations
- Assist with reporting building and maintenance issues through the appropriate channels and ensuring outstanding issues are followed up
- In manager's absence take full responsibility for reporting and following up building and maintenance issues
- Liaise with contractors in manager's absence
- Help to maintain a tidy and well-presented library

Undertake other duties, within the general responsibility of the post as may be specified from time to time

Health and Safety

It is the responsibility of every employee to co-operate with their employer to ensure the effective discharge of health and safety responsibilities. As a manager you are expected to:

- Promote a positive and pro-active health and safety culture;
- Ensure health and safety is given a high priority and is an integral part of the way we conduct our services;
- Undertake necessary health and safety training;
- Ensure all employees and volunteers under your control are competent and have received the necessary training to carry out their work activities safely;
- Comply and implement the requirements of the Council's health and safety policies and procedures;
- Ensure that site specific health and safety policies are, kept up-to-date and communicated to all staff based on the site;
- Ensure risk assessments in accordance with Council procedures are undertaken to reduce risks to a level that is as low as is reasonably practicable. This must consider hazards to both employees, clients and others who use our services;
- Develop and ensure local working arrangements, safe working practices, guidance etc. are in place to support the output of risk assessment. This embraces the planning of work as well as the assurance that staff are adequately informed, instructed, trained and supervised;
- Monitor the activities for which you have responsibility;
- Conduct monitoring and proactive inspections of the workplace for which you have responsibility;
- Monitor contractors working on your site;
- Ensure that health and safety issues are a standing item on team meeting agendas, and actions are monitored through these and through supervision;
- Ensure safety events (accidents, incidents and near misses) are reported and investigated;
- Ensure property defects are reported and co-operate with Property and Facilities and Carillion Capita Symonds so as to ensure a safe place of work;
- Liaise with other building users where buildings are shared.

Selection Criteria

Directorate: Resources

Post Title: Assistant Library Manager

Job Ref. No:

Grade: 7

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| Educational achievements, Qualifications, Training and Knowledge: |
| <i>Essential</i> <ul style="list-style-type: none">• Good standard of numeracy and literacy. Well-developed ICT skills |
| Experience: |
| <i>Essential</i> <ul style="list-style-type: none">• Experience of working with the public in a customer focused environment. Experience of working in a library is desirable. |
| Job related competencies: |
| <i>Essential</i> <ul style="list-style-type: none">• Able to assist the manager in the effective use of resources including building security and maintenance and to deputise in their absence• Able to supervise, support and motivate a team to meet objectives and to work effectively within a team• Self-motivated with excellent organisation, communication and decision making skills. Able to work under pressure• Ability to work closely with Managers and Teams of Community Libraries and to work effectively with the wider community |
| Personal qualities: |
| <i>Essential</i> <ul style="list-style-type: none">• A flexible approach to work and responds positively to change |
| Equal Opportunities: |
| <i>Essential</i> <ul style="list-style-type: none">• Commitment to, and an understanding of, the principles of Equal Opportunities for all, in employment, and the delivery of services which are responsive to customer and community diversity |