

Job Description



Job Title: Library Supervisor	Service Area: Resident Engagement and Participation	
Directorate: People, Policy and Performance	Post Number: Fusion	Evaluation Number: 5940
Grade: PO1	Date last updated: October 2021	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

Manage the day-to-day operation of the Library, leading the staff team and deploying staff and resources to deliver excellent services and customer care. Manage the building to ensure safe and effective delivery of services. Deliver innovative library services, working with existing and new partners to exceed the needs and expectations of individuals and communities. Support the wider work of the Neighbourhood team and the Resident Engagement and Participation service.

Job Summary

The post holder reports to the Neighbourhood Coordinator

The post holder is responsible for a team of 4-12 frontline library assistants

The post holder will be expected to wear a uniform (provided)

The post holder will be responsible for 1 library in either Stratford, East Ham, Forest Gate, Manor Park, Green Street or Plaistow

OR

The post holder will be responsible for 2 libraries in either Custom House & Canning Town or Beckton & Royal Docks

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Lead and manage the day-to-day operation of the library, to deliver first class library services for the community in line with DCMS library outcomes (reading, digital, health, culture, economic, community cohesion and helping residents achieve their full potential).
2. Lead and manage a committed and skilled team of staff and volunteers, able to inspire, enthuse and motivate. Responsible for the deployment of permanent staff, sessional staff and volunteers as required.
3. Ensure that all visitors to the Library receive excellent and responsive customer service at all times.
4. Be responsible for the recruitment, training, development and performance of staff and volunteers, undertaking induction and appraisals, absence monitoring, and disciplinary processes in accordance with Council policies.
5. Be responsible for cash handling within the library ensuring compliance with service procedures by team members.
6. Manage the building, ensuring the highest standards of health and safety are maintained and that the premises are fit for purpose and safe for the activities taking place within it. Take responsibility for all health, safety and wellbeing matters raised, ensuring risk assessments are carried out and that any serious concerns are passed to senior and/or specialist staff. Liaise with other services where appropriate and escalate issues to the Neighbourhood coordinator
7. Ensure consistent, clear and effective communication within and between all staff, volunteers and stakeholders.
8. Promote and represent Newham Libraries in the local community through partnership supporting the process of outreach and neighbourhood engagement work. Look for every opportunity to develop partnerships in the locality as appropriate.
9. Contribute to service developments by being creative, innovative and entrepreneurial.
10. Implement a programme of events and activities for the Library, which attracts and meets the needs of the local community and work with development officers (library, health and digital) to implement and embed service wide initiatives.
11. Work with the team members and the Neighbourhood Coordinator to ensure service and performance targets are met.
12. Ensure that stock management in the Library is undertaken in line with Newham Libraries Stock Policy to maintain the effective and efficient use of all resources, focussing on reader development initiatives that stimulate interest in all stock and create a vibrant and inviting environment through effective stock displays.
13. Ensure the Library and its services meet the service standards adopted by Newham Libraries and is the initial point of contact for the investigation and resolution of any customer complaints and disputes.

14. Manage spending within agreed budgets and generating income in line with agreed targets and assist Neighbourhood Coordinator with budget monitoring.
15. Be responsible for co-ordinating the implementation, monitoring and review of operational procedures focusing on the continuous improvement of the Library and its services.
16. Liaise with FM and contractors to ensure building, security, and cleaning concerns are managed effectively and efficiently; escalating concerns to Neighbourhood Coordinators
17. Work to deliver the strategic priorities of Newham Council and the organisation's vision, purposes and values.
18. Be responsible for delivering these duties and responsibilities across multiple sites, when required, either on a temporary or permanent basis.

Other Duties

19. Support the wider work of the Neighbourhood team, managing staffing resources as required for specific projects
20. Support the wider work of the Council where it is neighbourhood specific, managing staffing resources as required for specific projects

Personal Specification



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Directorate: People, Policy and Performance	Post Number: Fusion	Evaluation Number:
Grade: Expected PO1	Date last updated: July 21	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE:	
A broad awareness of good practice and service developments in public libraries	Application and Interview
Health and Safety at Work regulations	Application and Interview
Safeguarding of vulnerable adults and Children and Young People	Application and Interview
GDPR regulations	Application and Interview

Ability to lead, inspire and motivate a team of staff

Excellent organisational skills

Ability to make decisions, multi-task and prioritise workload, and meet deadlines

Excellent written and verbal communication skills that you adapt to different audiences and situations

Ability to interact with a wide range of people, including senior managers, members of the public, volunteers and external organisations.

Excellent IT skills using a wide range of applications, including digital and online tools

Supervisory and recent line management experience

Experience in library/information work or similar sector

Experience of managing changes and successfully implementing service changes and improvements

Ability to establish effective structures and working relationships with individuals, groups and organisations

Experience of delivering excellent standards of customer service

Experience of successfully setting and delivering targets/objectives

Experience of cash handling

Experience of working with children and young people

Experience and understanding of community engagement and working with different groups and partners

Experience of health, safety and wellbeing compliance/risk assessment and legislation

Experience of managing and running premises

Experience in the delivery of change management processes and continuous improvement

Application and Interview

Application and interview

Application and Interview

Application and Interview

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Application and Interview

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Application and Interview

Application Form/Interview

Application Form/Interview

<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Sets an excellent example of customer care for other staff</p> <p>Acts with discretion, tact and diplomacy</p> <p>Displays personal resilience and encourages resilience within their team</p> <p>Ability to keep calm under pressure</p> <p>Encourages ideas and innovation, and recognises the achievements of others</p> <p>Takes responsibility for own work, demonstrating flexibility and a positive attitude; recognising and using the skills and abilities of others</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Flexibility in working hours, including weekends and evenings</p> <p>Willingness and ability to travel throughout Newham and work from other service points as required</p> <p>DBS (enhanced)</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>