# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Assistant Library Manager

# Department: Communities, Economy and Transport

# Grade: [Single Status](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status) 6

# Responsible to: Principal Library Officer

# Responsible for:

# Purpose of the Role:

If you have a passion for supporting others to deliver quality customer service, and a keenness to learn about our libraries, we would like to hear from you!

As an Assistant Library Manager, you will be responsible for supporting the day-to-day management of libraries and the delivery of quality customer service. Your duties will include the line management of Library Assistants, administrating rotas and annual leave, banking library income, resolving building issues, and staff training and induction.

The role is varied and challenging and presents a great opportunity to build on existing skills. It supports both staff and customers across a variety of East Sussex Libraries, from village centres to busy towns. Success in the role relies on a range of transferable skills and does not require specific experience of working in libraries. The ability to be flexible is essential, as you will be required to work at several different libraries, for which travel costs from your base are covered.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers. Take responsibility for referring customer enquiries to other internal departments or services as necessary.
2. Provide timely and accurate information, including undertaking searches, investigating issues and providing advice on policies and procedures to customers.
3. Monitor and update local processes and procedures to improve efficiency and improve customer experience. Make recommendations on improvements to systems and processes to local management.
4. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate.
5. Support with the monitoring of contracts within the department including collating data and reports, providing information to managers and staff on the contract and supporting operational matters relating to the contract.
6. Plan and organise your work, having regard to the effective use of resources and safe working practices.
7. Accurately input data into computerised departmental systems, databases and spreadsheets and process, retrieve, analyse and cleanse data as necessary.
8. Assist with the induction of new team members.
9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Administer transactional financial processes, including payment cards for ordering goods and service, petty cash and processing invoices in line with Council standards.
11. Ensure the security of Council property that you are required to use or that customers may use or loan from the service and make requests to management for new stock or maintenance of existing stock.
12. Record and report on buildings issues liaising with contractors, other ESCC departments and staff.
13. Undertake more complex tasks, which includes the use of specialist equipment, software or skills.
14. Line manage and/or supervise staff to ensure the delivery of services which respond to local needs. Ensure that Council policies are met, staff wellbeing is maintained and staff performance continuously improves. This includes undertaking one to one’s, maximising Performance discussions and providing support with identifying training and development needs.

# PERSON SPECIFICATION

# Essential Qualifications

* QCF Level 3 qualification or equivalent experience
* QCF Level 2 Maths and English qualifications or able to demonstrate competency in these areas

# Essential key skills, abilities, knowledge, experience, values and behaviours

* ICT skills, including ability to accurately input and check computer data.
* Ability to manage own time effectively, organise own workload to meet deadlines, and deal with conflicting demands
* Able to use own initiative to solve problems
* Attention to detail and a high level of accuracy
* Ability to communicate effectively and converse at ease with customer and provide advice in accurate spoken English
* Diplomacy and negotiation skills
* Ability to supervise, train and motivate others
* Ability to undertake manual handling tasks
* Tact, diplomacy and negotiating skills
* Working knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* General knowledge of the services provided by the directorate.
* Customer service experience
* Cash handling procedures and good practice
* Interpersonal skills.
* Customer orientated approach to work
* Ability to work in a team.
* Flexibility in working hours and location (hours may be worked on a rota/emergency basis to include weekend and evening working).
* Full driving licence or ability to demonstrate how you will meet the travelling needs of the role.

**Document version control:**

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |