# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Library Operations Manager

# Department: Communities, Economy and Transport

# Grade: [Local Managerial Grade (LMG) 1](https://www.eastsussex.gov.uk/jobs/working-here)

# Responsible to: Team Manager Library and Information Service

# Responsible for:

# Purpose of the Role:

Library services offer people the enjoyment of reading for pleasure and access to culture and they also support people in many other ways - to go online and use online services, to find employment or take up new training opportunities, to find information about health and other services in their local community, to improve their sense of wellbeing, to study, to pursue hobbies and interests, and more.

The Library Operations Manager will be a member of the Library and Information Service management team, ensuring a high-quality service that is customer-focussed and is compliant with East Sussex County Council policies and procedures, including being champions of Health and Safety with the service.

The candidate will work with teams to deliver a range of projects and initiatives, both local and national, often with partners and externally funded, to support literacy and numeracy and to help people into employment by developing their IT skills. Many of these services will be delivered with the support of over 400 volunteers. In 2019/20, there were over 1 million visits to our 17 libraries and just under 1.5 million items borrowed.

The Library Operations Manager will monitor local cost centre budgets to ensure proper and effective use of funds, regularly reviewing resource provision and the effective development of Business Plan priorities. They will be responsible for end-to-end contract management ensuring contracts represent value for money, monitoring KPIs, resolving contract issues and escalating to sponsors as appropriate.

The Library and Information Service keeps abreast of strategies and developments in the sector through engagement with the national development agency for libraries, Arts Council England and Libraries Connected which provides strategic support to the library sector. The role must demonstrate strategic insight to the development of the Library Service, working with the Team Manager to ensure the continuous development of high-quality services across the county. The individual will also work with other team members to provide and utilise management data and reports to inform service delivery.

# Key tasks:

1. Guide, advise and support team members to resolve local issues ensuring that decisions are made on sound technical grounds and within County Council policies and timeframes.
2. Participate in (and where assigned by Team Manager) lead cross-team projects and working groups as required to allow multi-media solutions to be developed to enhance delivery of policy steers.
3. Provide expert advice to other staff within any areas of specific personal expertise to help resolve local issues, and continuously pursue new and novel solutions to problems encountered in order to improve the way the County Council delivers its policy steers.
4. Seek to influence customers and establish local partnerships and collaborations as opportunities arise to deliver common objectives.
5. Develop strategies working in partnership with internal and external teams and organisations, and using and interpreting evidence
6. To carry out such other related tasks as may be required.
7. To undertake all tasks, duties and responsibilities outlined in this job description, in accordance with departmental and County Council policies, practices, procedures and standards.
8. To undertake any other tasks commensurate with the grading of the post, as required by the manager/supervisor.

# PERSON SPECIFICATION

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

* Ability to develop strategies and ideas for policy improvement.
* Ability to translate policy into workable solutions, devising and implementing new service initiatives and efficiencies.
* Political awareness.
* Partnership working skills.
* Public representation of the County Council as a whole.
* Ability to develop evidence base and use evidence to produce clear and precise arguments and reports.
* Project management skills.
* Interpersonal, communication and presentational skills
* Coaching skills.
* Ability to work under pressure and meet deadlines
* Knowledge of business planning and performance management.
* Knowledge of the key issues facing Local Government.
* Experience of developing and maintaining effective partnerships
* Experience of working in a large complex organisation
* Experience of supporting teams in technical delivery
* Experience of providing evidence-based advice to managers and/or members.
* Strongly self-motivated with the ability to enthuse and motivate others
* A commitment to continuous development and improvement, team-working and the highest possible professional standards
* Customer-focused.
* A commitment to equal opportunities and anti-discriminatory practice.

**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 | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | Yes |
| 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 |