

# Job Title: Prison Library Supervisor

## Grade: 5

### **Our Vision**

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

The core purpose of Culture, Rural and Safer Communities is to encourage and enable Staffordshire communities to be active, creative and engaged within safe, sustainable, accessible and culturally rich and diverse environments.

Within this division, the Library Service is a 'statutory service' and is delivered across the County via 43 static libraries and a mobile library service. Our libraries are open for a total of 1,582 hours per week, attract nearly 5 million visits a year and issue 4.5million loan items.

The prison library service, which is externally funded, is delivered to 4 adult prisons and 3 young offender institutes in the County.

Within Staffordshire, the Library Service contributes to delivering literacy, life skills and digital inclusion, supporting the delivery of Staffordshire's Education and Skills strategy and our agenda for increasing aspiration.

The library, as a community asset, and our offer are embedded within the Corporate People helping People agenda, the Place Based approach and enable communities to take responsibility for #DoingOurBit.

The priorities for this service area are to:

- Support communities and individuals to take an active role in managing and delivering their local libraries
- Deliver an Arts offer to Staffordshire communities to widen participation in arts and culture
- Manage and deliver the statutory library service – ensuring increased engagement and programmes of activity which promote literacy, learning, prosperity and wellbeing within communities

## Reporting Relationships

**Responsible to:** Prison Library Service Development Manager / Advisor

**Responsible for:** Library Assistants; Prisoner Orderlies

**Role purpose :** The delivery of a high-quality, front-line customer service to all library users within a secure establishment, as a Staffordshire County Council managed service point.

The effective day to day supervision of the library's workforce, including orderlies.

**Key Accountabilities:**

1. Led by the Service Development Manager /Advisor, take responsibility for the day-to-day efficient operational delivery of the library service within a single service point.
2. With the support of the Service Development Manager / Advisor, interact with and respond to prison and customer needs.
3. With the support of the Service Development Manager / Advisor, work with and supervise library assistants, ensuring the effective co-ordination and planning of operational work.
4. Led by the Service Development Manager / Reader Development Advisor, ensure specific programmes of activity and reader development are delivered.
5. Led by the Service Development Manager / Advisor, assist in the selection, purchase and maintenance of resources which reflect the current needs of the library users
6. As specified by the Service Development Manager / Advisor, ensure the effective collation and reporting of relevant statistical and performance information.
7. Maintain front line operational services by fulfilling the duties of a library assistant
8. Support the Service Development Manager / Advisor to ensure effective briefing and two way communication with staff.
9. Participate in the recruitment, training and development of library assistants.
10. Adhere to Prison Service rules and regulations, particularly in respect of security issues and procedures.
11. Deal with financial transactions, if required, using designated systems in accordance with prison regulations.
12. Support the work of the prison Learning and Skills Department through effective communication with Governors, Managers and other staff.
13. Attend and contribute to meetings of the Library Management Group, prison Quality Improvement Group and any other prison departments as appropriate

14. Contribute to the overall performance of the Culture, Rural & Safer Communities Division, through personal performance, pro-active customer care and co-operation with partners, within the prison and the wider County Council library service.
15. Achieve the personal and service targets and objectives as agreed on an annual basis with the Service Development Manager / Advisor.
16. The post holder may be required to work different times and at different libraries, including weekend and evening working.
17. Undertake other tasks consistent with the grade of the post, as may be required from time to time.

### **Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

#### **Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

#### **People Management**

Engaging with People Management policies and processes

#### **Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

#### **Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

#### **Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.





## Safeguarding


Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application  
 I = Assessed at Interview  
 T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	<b>Qualifications</b>  None specified	
   	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>● Experience of working in a public service environment and the delivery of excellent customer service</li> <li>● Experience and confidence in dealing with a range of customers, situations and administrative tasks.</li> <li>● Experience of following and implementing security and confidentiality procedures</li> <li>● An understanding and experience of supervisory competencies:               <ul style="list-style-type: none"> <li>○ Effective deployment of workforce</li> <li>○ Confident style of communication</li> <li>○ Dealing with staff and residents in a sensitive and confidential manner when appropriate</li> </ul> </li> <li>● Experience of working with a variety of ICT packages and applications</li> <li>● An interest in people, books and current affairs</li> </ul>	A/I

	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• An ability to lead a small team and be a team player in a larger team</li> <li>• ICT skills</li> <li>• Positive communication skills, verbal and written</li> <li>• Ability to supervise, motivate, encourage and enthuse staff</li> <li>• Ability to deliver a customer focused environment and service</li> <li>• Able to travel effectively within the County.</li> </ul>	<p>A/I</p>
---	--	------------

This post is designated as a casual car user



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting  
**Recruitment Admin Team on 01785 27300**