

Job Title: Wombourne Centre Supervisor

Grade: 6

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: District Manager

Responsible for: Library Assistants, Volunteers

Role Purpose:

- The delivery of the library service within a single Staffordshire County Council managed service point.

- The effective day to day supervision of the library's workforce, including volunteers.
- Effective co-ordination of all facilities within the Wombourne Centre.

Key Accountabilities:

- Led by the District Manager, take responsibility for the day to day efficient operational delivery of the library service within a single service point.
- Ensure the effective co-ordination of all facilities within the Wombourne Centre Premises, which includes promotion to, liaison with, and taking bookings from other agencies and organisations, independent of the library service. Deal with enquiries and complaints around using the centre.
- Promote all the facilities in the Wombourne Centre to all sectors of the community, ensuring that the Centre is fully utilised as a community venue.
- Liaise with the District Manager to establish and then monitor the annual income targets for the Wombourne Centre.
- Engage with and respond to local community and customer need to deliver a high-quality library service.
- With the support of the Community Support Officer, work with volunteers and Friends of the Library groups and ensure through their support, library opening hours are expanded, the diversification of the library offer and all opportunities for development are maximized.
- Undertake selected administration and financial functions in the library, ensuring that they reflect Staffordshire County Council protocols and standards.
- Support the District Manager to ensure the effective and efficient deployment of the local workforce, including volunteers.

Libraries & Arts

- Led by the District Manager and with the advice and support of the Library Development Officer, ensure specific programmes of activity are delivered.
- As specified by the District Manager and Library Development Officer, ensure the effective collation and reporting of relevant statistical information.
- Maintain front line operational services by fulfilling the duties of a library assistant.
- Support the District Management Team in delivering and participating in workforce training and development, including for volunteers.
- Undertake the duties of Premises Manager in relation to Health and Safety and in arranging building maintenance and compliance works. Support all users of the Community Centre in completing relevant H&S documents in line with SCC hire requirements.
- Contribute to the overall performance of the Culture, Rural & Safer Communities Division, through personal performance, pro-active customer care and co-operation with partners.
- Achieve the personal and service targets and objectives as agreed on an annual basis with the District Manager.
- The post holder may be required to work different times and at different libraries, including weekend and evening working.
- 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
 *	Qualifications <ul style="list-style-type: none"> • 3 GCSEs grade A-C or equivalent, or relevant supervisory experience. 	
 * * * * * * * *	Knowledge and Experience <ul style="list-style-type: none"> • Experience of working in a public service environment. • Experience and confidence in dealing with a range of customers, situations and administrative tasks. • Experience of premises management. • An understanding and experience of supervisory competencies: Effective deployment of workforce. Confident style of communication. Dealing with staff and the public in a sensitive and confidential manner when appropriate. • Experience and confidence in collecting cash. • Experience of working with a variety of ICT packages and applications. • An interest in people, books and current affairs. 	A/I
 * * * * *	Skills <ul style="list-style-type: none"> • An ability to lead a small team and be a team player in a larger team. • ICT skills. • Positive communication skills, verbal and written. • Ability to supervise, motivate, encourage and enthuse staff. • Ability to create and maintain a customer focused environment and service. 	A/I

	Able to travel effectively within the County.	
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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:

Liberata Employee Services Team on 01905 947446