

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:

1. Support the District Manager with the efficient and effective operation of the library to deliver a consistently high level of customer service, and compliance.
2. Supervise, develop through training and rota a library team to ensure delivery of the service offer to the local community.
3. Support and understand customer needs, including using online resources to engage with service users signposting them to resources to help meet their needs.
4. Monitor and report on performance contributing to the key performance indicators for the service.
5. Work with the Library Development Officers to manage and maintain stock levels and quality to ensure provision reflects the needs of the local community.
6. As premises manager liaise with building surveyors and contractors and undertake duties in relation to health and safety to ensure the Wombourne Centre premises remain a safe space for library staff, volunteers, and users of the centre.
7. Work with volunteers and stakeholders to enable diversification, promotion and development of the library offer so that the library supports County Council and national priorities and remains relevant to the local community.
8. Maintain front line operational services by fulfilling the duties of a library assistant to ensure the library can meet the needs of the community it serves.
9. Undertake financial transactions to ensure income is accounted for, with particular focus on taking bookings from and invoicing other agencies and organisations, independent of the library service, to achieve annual income targets for the centre.
10. Ensure the effective co-ordination and promotion of all facilities within the Wombourne Centre Premises, ensuring the centre is fully utilised as a community venue, including liaison with groups and organisations and managing complaints so that the centre meets the needs of the local community.
11. As the site Health and Safety representative, ensure compliance through statutory tests, training, risk assessments, and audits, supporting the Health and Safety requirements of the library.
12. Oversee the organisation of activities and events within the library, to support delivery of library services and offers

Other Information

The job holder may be required to work different times and at different libraries, including weekend and evening working.

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.




Economy, Infrastructure and Skills – Libraries & Arts

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. • An understanding of statistics for monitoring performance. • Experience of premises management. • An understanding and experience of people and team management • Experience of effective deployment of workforce. • Demonstrable experience in collecting cash. • Experience of working with a variety of ICT packages and applications. • An understanding of other local authority's library provisions • An interest in people, books and current affairs • A demonstrable knowledge of Health and Safety requirements • Experience of delivering training 	A/I
	Skills <ul style="list-style-type: none"> • Ability to lead a small team and be a team player in a larger team. • Ability to supervise, motivate, encourage and enthuse staff. 	A/I

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	<ul style="list-style-type: none"> • Ability to plan and organise staffing timetables, events and activities in the library. • Efficient ICT skills, including the use of social media • Enhanced communication skills, including verbal and written, with the ability to negotiate a resolution in difficult circumstances • Ability to create and maintain a customer focused environment and service. • Ability to build effective community partnerships and relationships, with other public sector bodies e.g. local community police 	
<p>Able to travel effectively within the County.</p>		



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
Talent & Resourcing Team 01785 278300