

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Floor Manager |
| HBC Grade: | **HBC5** |
| Service: | **Library Service** |
| Division: | **Environment and Regeneration** |

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| **Main Purpose of the Role** |
| Providing cover where necessary across each of the four libraries, supervise Library Information Assistants to ensure that a high quality service is given to the public, and that library routines are carried out efficiently and effectively. |

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| **Key Duties** | |
| **1** | Supervise, monitor and deploy Library Information Assistants to ensure library floors are adequately staffed. |
| **2** | Be a visible presence of the Library floor, providing support to library staff where necessary and assisting and directing customers appropriately. |
| **3** | Identify and monitor the training needs of the Library Information Assistants through EDRs and day-today supervision. Carry out training of Assistants including on the job training. |
| **4** | Support the Library Development team in identifying library and customer needs thereby ensuring a high level of customer care is given. |
| **5** | Work closely in support of the Library Development team to help ensure the delivery of/deliver user education, reader development and outreach activities on library premises. |
| **6** | Working with the Library Development Officer – Digital ensure that the Libraries’ social media channels are updated frequently with real-time information. |
| **7** | Coordinate the roll-out of library initiatives, both one-off and long-term, devised by the Library Development section. |
| **8** | Support Library Information Assistants in broadening access for library users to digital/online resources and information services. |
| **9** | Be responsible for the day-to-day appearance of the library building, reporting and pursuing maintenance and repair issues. Monitor the cleaning of building. |
| **10** | Deal with customer disputes referred by Library Information Assistants. Deal with anti-social behaviour and ensure incidents are recorded electronically. |
| **11** | Deal with customer information and research requests when these are referred by Library Information Assistants. |
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| **12** Contribute to the stock selection process by gathering user data, requests and comments and  forwarding these to the Area Manager and contributing to the annual library profiling  exercise. | |
| **13** Make decisions referred by Library Information Assistants in relation to the management of  stock across the libraries, or refer upwards to Area Managers as appropriate. | |
| **14** Liaise with other partners and users of the building. | |
| **15** To ensure the stock within the Libraries is managed efficiently, providing direction to Library  Information Assistants relating to stock management, for example acquisitions (response to  customer requests), withdrawals, book sales, holds to pull, preparation of new books, binding  etc. | |
| **16** Through interactions with the public, promote and facilitate library events to encourage the  use of libraries for cultural, educational and recreational purposes. | |
| **17** Report Health and Safety issues affecting staff and public to the Area Manager. Ensure  compliance with Health and Safety regulations and be responsible for the implementation of  the health and safety policy in so far as it affects them and others who may be affected by  their work. | |

Note: Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job.

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| **EDUCATION / QUALIFICATIONS** | **Essential** | **Desirable** | **How Identified** |
| Educated to GCSE standard or equivalent and ideally should have 5 passes at grade C or above including English and Maths / or equivalent experience | Degree in Librarianship or Information Science or currently working towards one  ILM Level 3 in first line management or equivalent  ECDL or equivalent | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Experience of working in a public library/information service environment | Application / Interview /Assessment |
| Demonstrable experience of supervising and motivating staff | Application / Interview /Assessment |
| Experience of dealing with and resolving customer disputes | Application / Interview /Assessment |
| Experience of working with a range of partners both within and external to the Council. | Application / Interview /Assessment |
|  | Application / Interview / Assessment |
| **KNOWLEDGE** | Knowledge of cash handling procedures | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
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| **SKILLS & ABILITIES** | Excellent interpersonal and communication skills (both written and oral) | Application / Interview /Assessment |
| Ability to relate to a wide cross section of the community, including those from socially excluded groups | Application / Interview /Assessment |
| Proficient in the use of various IT packages including Word, Excel | Application / Interview /Assessment |
| Information/research skills | Application / Interview /Assessment |
| Good record management | Application / Interview /Assessment |
| Ability in working under pressure | Application / Interview /Assessment |
| Ability to use work unsupervised and use own initiative |  |
| Evidence of ability to organise own work and that of others | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **Desirable Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | Experience of supporting the implementation of initiatives | Application / Interview /Assessment |
| Bibliographic work and knowledge of stock management procedures | Application / Interview /Assessment |
| Promotional activity | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **KNOWLEDGE** | Able to operate cash till | Application / Interview /Assessment |
| Able to use SharePoint | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **SKILLS & ABILITIES** |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| A positive approach to service development, change and willingness to work flexibly in a changing environment |  | Interview / Assessment / Documentation |
| Committed to providing quality customer service |  | Interview / Assessment / Documentation |
| Ability to work at any of the borough’s Libraries if required. |  | Interview / Assessment / Documentation |
| Ability to work different patterns of hours including weekends and late nights |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.