|  |  |
| --- | --- |
| Post No. : | 8389 JET376  |
| Post Title: | Head of Libraries |
| Directorate: | Communications and Regeneration |
| Division: | Cultural Services |
| Section: | Libraries |
| Reports To: | Head of Economic and Cultural Services |
| Location: | All locations, based at Central Library |
| DBS Status: | N/A |
| Grade: | Grade H4 |

|  |
| --- |
| Role Purpose |
| The purpose of this post is to develop, lead and manage a high quality library service for Blackpool. The post holder will be responsible for the library service in terms of service plans and operational portfolios, service transformation and innovation, policy development, health and safety, partnership development; budget management and financial sustainability, performance improvement and management, collections and resources, and engagement programming. |

|  |
| --- |
| **Main** Duties and Responsibilities |
| * Support the Head of Service in developing the strategic direction for the Library Service and renewing and updating the current Libraries Ambition Plan.
* Lead on library service policy, planning, development and operational delivery.
* Develop services/offers and plans to ensure the relevancy and direction of the service, in conjunction with the Library Management Team.
* A member of the Council’s Senior Leadership and Extended Directorate Management Teams, providing expert guidance and policy advice to senior officers and members of the Council regarding the direction of library services; promoting the interests of the service at a local and national level.
* Act as an ambassador for Blackpool, contributing to work at a national and regional level in relation to libraries. Working with various partners such as the Arts Council England, Libraries Connected, DCMS, Greater Manchester Heads of Service, Lancashire Chief Culture and Leisure Officers Group, The Reading Agency and Book Trust, developing services that reflect best professional practice and initiatives
* Ensure the library service is accessible to all users and is representative of the community it serves.
* Develop an active engagement and activity programme to attract a diverse range of users to libraries
* Actively identify, create and develop partnership opportunities, enabling the service to be more effective, reach a wider audience and be more responsive to changing customer needs and demand.
* Set the operational direction for the service in terms of building and facilities management and investment, including health and safety.
* Develop customer-focussed policies, plans and procedures, which contribute to service effectiveness and efficiency, improved customer satisfaction and engagement, and innovative approaches to service delivery
* Secure relevant grant and income opportunities in support of Library investment plans – writing and supporting bids; directing the activity of the team and overseeing the delivery of related projects within agreed guidelines.
* Overall responsibility for the Library service budget within agreed financial delegations.
* Overall responsibility for maintaining and developing library resources, library buildings and assets.
* Develop the structure of the team and the skills of the workforce to meet service needs.
* Lead in the development and embedding of a performance management framework for the library service.
* Direct, line manage and support team managers in the planning and delivery of excellent Library services.
* Responsible for internal/external communication on behalf of the service, including web/social media channels and press/media enquiries.
* Seek continuous improvement, support and respond to ongoing change in the nature and structure of the service.
* Lead on Library business planning, monitoring and reporting including Cultural Service and Directorate business planning.
* Leading on the promotion and marketing of the Library service.
* Respond to formal customer feedback (compliments and complaints) in the role of monitoring officer for the Library Service, delegating enquiry responses to action officers where appropriate
* Ensuring staff are aware of and adhere to key policies, processes and procedures
 |

|  |  |  |
| --- | --- | --- |
| Qualifications | Please mark which are Essential or Desirable  | E/D |
| * Degree or equivalent qualification in a related subject e.g. (Library, information studies, education, arts, culture ) or demonstrable equivalent experience
* Management qualification e.g. ILM5, DMS
* Membership of CILIP or equivalent
 | EEE |

|  |  |  |
| --- | --- | --- |
| Knowledge, Skills and Experience Required | Please mark which are Essential or Desirable  | E/D |
| Knowledge* Professional awareness of national library strategy/policy/priorities (statutory context of service)
* Significant knowledge of operating public library services
* Substantial knowledge of developing strategies, policies and plans

Skills* Excellent diplomacy, negotiation and inter personal skills
* Excellent written and verbal communication skills
* Ability to work independently using own professional judgement and initiative

Experience• Significant experience of operating public library services* Substantial experience of developing strategies, policies and plans
* Significant experience of developing, motivating and performance managing teams
* Significant experience of delivering high quality standards in customer service in Libraries
* Significant experience of effective budget management and control
* Significant experience of identifying and developing opportunities for libraries through effective working partnerships resulting in practical benefits and funding for the Library service
 | EEEEEEEEEEEE |

|  |
| --- |
| Initiative and Independence |
| High level of independent working and self-direction - strategic planning, service transformation and operational management |

|  |
| --- |
| Relationships/Nature of contacts |
| **Internal** * Senior Leadership Team
* Communications and Regeneration Directorate Extended Departmental Management Team
* Chair the Library Operational Management Team.
* Directorate, Cultural Services and Library service colleagues,
* Cabinet Members, Committee Members, Ward Councillor briefings and liaison
* Other Council departments, e.g. Adult Community Family Learning, Children’s Services and Schools, Economic Development and small businesses, Resources and benefit dependent customers, Public Health and customers undergoing rehabilitation, etc. Joint working and solutions focus.

**External*** Customers, clients and local community representatives, including schools
* Regional professional colleagues from the Cultural Services and Libraries sector
* National organisations and external funders e.g. Arts Council of England, Heritage Lottery, Libraries Connected, CILIP, Share the Vision
* Partner organisations e.g. The Reading Agency, Share the Vision, Literacy Trust, Bookstart, BetterStart
* Suppliers
 |

|  |
| --- |
| Responsibility for Resources (Financial, Physical, Capital, Information) |
| **Financial Resources**Responsibility for a gross library budget of c£1.9m (net controllable budget c£1.4m: £0.9m staffing, £0.5m non-staffing)**Physical Resources**Library buildings: maintenance and security of 8 library buildings including all contents, infrastructure, furniture, books, ICT equipment**Information Resources**Service data and records (service and customer information; data protection, FOIs); office and related equipment Service Level Agreements / Memorandum of Understandings with partners |

|  |
| --- |
| Responsibility for People (including supervision/training of staff or clients) |
| • Line Management of service managers • c.35 full time equivalent staff responsibility• Planning of staffing structure and working practices* Support, motivation and training and development of all staff

• Performance management of all staff, competency and disciplinary matters• Risk management/business continuity and health and safety for all staff and service users• Responsible for evaluating and responding to the needs of existing and potential library service users |

|  |
| --- |
| Mental and Emotional Demands |
| **Mental Demands**Responsibility for budgets, reports for Council, representing the Council and service at local, regional and national levels; politically sensitive role. High degree of work related pressure.**Emotional Demands**Limited  |

|  |
| --- |
| Planning Requirements |
| The post holder will be required to develop: * Annual Library plans
* Annual budget planning, incorporating any savings or income generation targets
* Plan and deliver projects and new service developments – several months in planning.
* Partnership agreements and service contracts (SLAs, MOUs, contracts)
* Library lead on renewal of contracts to secure best value (ICT and key management systems)
* Support the Head of Service in renewing the Libraries Ambition Plan (currently 2020 - 2024)
 |

|  |
| --- |
| Key Facts and Figures |
| The post holder will be required to work across libraries and other venues across the Council, and to be flexible with timetable as events will be held at various times. The post also has a requirement for weekend and evening working and required post holder to work flexibly. There will also be the need for the post holder to attend meeting, seminars, conferences etc. at a regional and national basis. |

|  |
| --- |
| Working Conditions (This information is used to carry out any pre-employment medical questionnaires and to evaluate the Job Evaluation Working Conditions factor) |
| Manager Assessment of Working Conditions (percentage of time involved) |
| Manual Handling – Heavy Loads (over 25KG) | 0% | Manual Handling – Light to Moderate (under 25KG) | 2% | Vibrating plant/ tools/ equipment | 0% |
| Noise | 0% | Repetitive work activity/ operations | 0% | Prolonged standing/ walking | 0% |
| Prolonged sitting in a constrained position | 0% | Confined spaces | 0% | Extremes of temperature (e.g. very hot / cold) | 0% |
| Adverse weather conditions (e.g. frost, rain, etc.) | 0% | Working at Height | 0% | Driving HGV/ LGV/ PCV/ Minibus | 0% |
| Fumes, dusts, gases, etc. | 0% | Solvents, oils, paints, de-greasers, etc. | 0% | Pesticides, herbicides, insecticides | 0% |
| Detergent or other cleaning chemicals | 0% | Biological hazards (e.g. vomit, urine, blood, sharps) | 0% | Display screen equipment | 70% |
| The job involves working with (percentage of time involved) |
| Plant and/or machinery | 0% | Vehicles (including driving) | 0% | Electricity | 0% |
| Welding | 0% | Food Handling | 0% | Animals | 0% |
| Working alone | 15% | Working with vulnerable people | 2% | Working with people with additional needs | 2% |
| Working with members of the public | 5% | Other (please state): |  |
| Risks that may apply whilst working in a people related environment |
| Risk of Abuse | Low | Risk of Aggression | Low | Risk of Injury | None |

|  |
| --- |
| Vision and Values |
| Blackpool Council's new Council Plan outlines what our vision and priorities will be during from 2019 to 2024.Blackpool might be the biggest and the brightest but it isn’t without its challenges. We have major social and health issues to deal with, whilst needing to develop and innovate so our town meets the changing desires of modern day audiences.We need to take advantage of other opportunities - in fields like energy generation - with the same vigour our predecessors had, when building iconic attractions such as the Winter Gardens, the Tower and Tower Buildings, the Pleasure Beach and of course the true one-off that is the Blackpool Illuminations.This Council Plan is our response to this picture. It’s our way of telling the story of our town and bringing the strands of our economy and society together so that everyone – residents, organisations and visitors – knows what we’re doing, who we’re doing it with and why we’re doing it.**Our vision for Blackpool is that we will:**Retain our position as the UK's number one family resort, with a thriving economy that supports a happy and healthy community who are proud of this unique town.**Our Priorities**We have two priorities:* [Priority one - The economy](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-one-The-economy.aspx): Maximising growth and opportunity across Blackpool
* [Priority two - Communities](https://www.blackpool.gov.uk/Your-Council/Creating-a-better-Blackpool/Blackpool-Council-plan/Priority-two-Communities.aspx): Creating stronger communities and increasing resilience

Our ValuesWe aim to:* Deliver **quality**
* Be **fair**
* Be **accountable**
* Be **compassionate**
* Be **trustworthy**
 |

|  |
| --- |
| Equal Opportunities: We do our utmost to ensure that here is no unjustified discrimination in the recruitment, retention, training and development of staff on the basis of their age, sexuality, religion or belief, race, gender or disabilities. |