

Job Title: Service Lead – Library Services and Adult Learning	Role Profile Number: CEH33
Grade: S	Date Prepared: April 2021
Directorate/Group: Children’s Services	Reporting to: Head of Skills & Education Partnership
Structure Chart attached:	Yes

Job Purpose

To lead on the future strategic direction of library and adult learning services to ensure the development and delivery of high quality sustainable services which meets the needs of residents. This includes the development of the updated Library Services Strategy and the vision for how the library and adult learning services will contribute to and align with the Council wide priorities for people services and place based, strength based working and transition of young people to adulthood as well as deliver statutory library services.

To ensure the provision of services that safeguard and protect young people and vulnerable adults and ensure that young people are prepared for adult life in Swindon. To drive service improvement and support innovation in the development of services, working with partners to ensure commitments are secured and resources are maximized. To deliver on the Council’s, Directorate’s and Service’s vision, priorities, and strategic and operational plans.

Key Accountabilities

- To ensure that the co-production of library and adult learning services with residents is at the heart of service strategy and design so that services are responsive and impactful for them.
- To lead and manage the future strategic direction of library services and the appropriate integration of adult learning services to align services and maximise the use of skills and resources across the service area.
- To lead on the strategic planning and delivery of the national Universal offers for library services relation to Health and wellbeing, Literacy and Reading, information, Digital and Culture.
- Ensure that the Councils statutory duties in relation to Library services continue to be met in any reconfiguration of the service and be accountable for any aspects requiring improvement
- To work with the Manager, Adult Learning set out how the opportunities for the library and adult learning services to integrate and ensure that this is reflected in the Library Services and Adult Learning Plans.

- To ensure that through quality assurance and effective performance management we are able to deliver high quality services which have measurable positive outcomes for young people and adults.
- To establish and maintain strong partnerships with stakeholders to deliver the Library Services Strategy and Adult Learning Plan for young people and families with safeguarding and delivery of agreed outcomes at the core of multi-agency working.
- To maintain oversight of the overall performance of all library services and continue to develop the framework and evidence to capture the impact that the services are having on residents.
- To ensure effective use of data to be able to understand, analyse and report on performance, using benchmarks where appropriate.
- To be responsible, through appropriate delegation, for the safety, security and maintenance of all staff and premises
- To lead on the review of Service Level Agreements with Community Libraries and ensure fit for purpose arrangements are in place that are sustainable.
- To recruit and develop effective teams to deliver the above services through ensuring the right conditions to secure a culture of best practice, self-improvement, solution focused using reflection, feedback, continuous learning and support
- To establish quality assurance activities and reporting to evaluate practice and improve services.
- To observe practice across responsible services and provide meaningful feedback that supports improvement in service delivery.
- To contribute to the development of the 14+ Employment and Skills Strategy and other relevant strategies and plans.
- To strive for excellence and monitor performance, establishing local performance indicators as necessary, taking into account any agreed standards and user needs, analysing performance, setting and monitoring targets and identifying action for continuous improvement
- Foster a strong sense of purpose for all staff in the service, with a strong and effective customer focus and well integrated approach to customer feedback and input shaping services.
- To continually explore how digital solutions can support services to be more modern, effective and efficient.
- Strategically plan, manage and monitor the use of all resources (financial, human and other) and make efficiency savings to ensure that the strategy for the directorate is achieved.
- To co-produce strategic and service plans that are SMART, focused, outcome orientated, and ambitious.
- To keep up to date with policy and guidance relating to library services and be responsible for briefing Council Elected Members and senior leaders to implement any changes.
- Ensure the library outreach services are planned to support the delivery of the agreed strategy and are effectively promoted.
- To act as Service Lead for the Swindon National Literacy Trust Project (Swindon Stories) and support the Swindon Stories manager to ensure outcomes are achieved.
- To provide reports and briefings to Senior Managers, Council elected members, scrutiny and cabinet as required in response to specific matters and/or development of policy and legislation relevant to the services.
- To manage risk effectively; to anticipate, plan for, and escalate issues which effect the service's resilience and effectiveness or where there is risk of reputational damage to SBC.

- Development and submission of external funding bids to support the services and the community of Swindon.
- To promote and develop good working relationships in accordance with HR policies and codes of practice, and to follow agreed procedures for the resolution of staff disputes, and concerns about absence, conduct, performance, and competence.
- To respond effectively to complaints about the service.
- To ensure that the statutory inspection process of all services are managed and all requirements of inspection are met in a timely way.
- To ensure that any commissioned services are procured and monitored in line with the Council's Policies and Procedures.

Supplementary Accountabilities

- To represent the Head of Skills and Education Partnerships in agreed directorate internal and external fora, conveying professional confidence and instilling trust in the organisation.
- To work regionally and nationally with other library services to ensure innovation, digital solution and good practice are all integrated into planning in Swindon.
- To work effectively across teams to ensure the services on offer are coherent and well communicated.

Knowledge & Experience

- Demonstrable evidence of leadership and management development and skills and the management of change.
- Demonstrable evidence of leading and managing library services including strategic development and implementation.
- Demonstrable evidence of leading and managing education services including Adult Learning (preferable)
- Demonstrable evidence of successful innovative approaches, problem solving and effective decision making.
- Thorough knowledge of relevant legislation, guidance and the policy context relating to the work of library and adult learning services.
- Experience and evidence of being able to influence partners to deliver their statutory duties and provide services in a different way to meet needs.
- Demonstrable experience of managing projects.
- Excellent communication skills with the ability to communicate clearly to a range of audiences, including young people, adults and families and across organisational boundaries
- Ability to monitor and manage budgets, contribute to the budget setting process and identify additional need or savings as relevant.
- Able to work flexibly to meet the demands of the service (including evening and weekend as necessary)
- Experience of successfully contributing to and supporting Ofsted inspection/peer review activity.
- Understanding and knowledge of education services including Adult Learning.

- Young people, adults, parents, and families.
- School and education setting partners, community, arts and voluntary sector partners.
- National bodies (Arts Council, Heritage Lottery Fund, SCL, Libraries Task Force)
- Government departments.
- Member of Children’s Extended Leadership Team.
- Commitment to challenging all forms of unfair and unlawful discrimination, false assumptions, prejudice and stereotyping, and to ensure effective implementation of policies, procedures and practices to ensure all people have fair and equal access to our services and job opportunities
- To remove discrimination, develop equality of opportunity, eliminate harassment, promote better relationships between different communities and encourage participation in public life.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	