



## Role Profile

<b>Job Title:</b> Service Lead – Library Services	<b>Role Profile Number:</b> CEH33
<b>Grade:</b> S	<b>Date Prepared:</b> May 2022
<b>Directorate/Group:</b> Children’s Services	<b>Reporting to:</b> Head of Skills & Education Partnership
<b>Structure Chart attached:</b>	No

### Job Purpose

To lead on the future strategic direction of library Services to ensure the development and delivery of high quality, inclusive, sustainable services which meet the needs of residents and is in line with Swindon Communities Together

To lead on the development and delivery of the Library Strategy which will outline how library services will deliver their statutory duties and contribute to Swindon Borough Council Vision, priorities and pledges as part of Family and Community Hubs and Swindon Communities Together.

To lead on the development and integration of library services as part of Family and Community Hubs, working with a wide range of stakeholders to shape the integrated offer to residents and the change programme required to meet community needs.

To drive service improvement and support innovation in the development of services, ensuring library services reach a wide spectrum of the community including those who most need them, working with all stakeholders to ensure commitments are secured and resources are maximized.

To ensure the provision of services safeguard and protect young people and vulnerable adults and prepare young people for adult life in Swindon.

### Key Accountabilities

- To ensure that the co-production of library services with residents is at the heart of service strategy and design so that services are responsive and impactful for residents.
- To lead and manage the future strategic direction of library services and the appropriate integration and alignment with Community & Family Hubs 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 in relation to Health and wellbeing, Literacy and Reading, information, Digital and Culture.
- To lead on the future direction and implementation of the role of libraries to support access to

Museum and Art gallery pieces and artefacts.

- Ensure that the Council's 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 within the Swindon Communities Together Governance and the Lead for Community & Family Hubs to develop library spaces and to ensure the workforce are an integral part of the Community & Family Hub offer.
- To ensure that the needs of families and residents in the community are reflected in the offer in each library, delivered by library staff, volunteers and the wider partnership as part of Swindon Communities Together.
- To work with the service lead for Adult Community Learning to ensure engagement of residents and delivery of adult learning to meet needs is a core part of the Libraries offer.
- To ensure that through quality assurance and effective performance management we are able to deliver high quality services, which have measurable positive outcomes for children, young people and adults.
- To establish quality assurance activities and reporting to evaluate practice and improve services.
- 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, feedback, continuous learning and support.
- 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 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 internal and external stakeholders 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 leadership and management experience within a library service
- Demonstrable evidence of managing multiple partnerships within education/libraries/culture including strategic development and implementation
- Demonstrable evidence of successful innovative approaches, problem solving and effective decision making
- 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 inspection/peer review activity.
- Understanding and knowledge of the workings of local government and working with Council elected members, including its legal, financial, social, political context, and political processes
- Able to demonstrate professional and personal integrity and resilience through a problem-solving and constructive approach

### **Qualifications**

- Degree level qualification or equivalent experience
- Evidence of continuing professional development

- Professional qualification relating to library services or other people services, for example, health/community, cultural services, education (preferred)

**Decision Making**

- Taking responsibility for managing risks and making decisions that are proportionate and lawful
- Organising and prioritising work so that decisions are made in a timely way and in order of priority
- Monitor and manage large budgets; participate in budget-setting processes; and deliver services that are financially accountable and responsible in relation to public resources
- Ability to work flexibly under pressure to both self-determined and prescribed deadlines

**Creativity and Innovation**

- To produce and present accurate, detailed and complex reports and present information in a way that is useful and compelling to the audience
- To be proactive to identify issues and barriers and be solution focused
- To influence, negotiate and persuade others and recommend pragmatic solutions
- To foster effective partnerships, working across boundaries to achieve results

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Up to 6 direct reports</li> <li>• Matrix management of staff co-located from other organisations, as required</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Operational management decisions within scheme of delegation</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility:</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>£1,800,000</p> <p>Yes</p>
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**Contacts and Relationships**

Wide range of audiences both internally and externally across organisational boundaries:

- 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

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	