

## Job Description

<b>Job Title</b>	Library Digital and Performance Manager
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Libraries and Information Services
<b>Grade</b>	9
<b>Competency Level</b>	2
<b>Salary</b>	£49,764 - £54,916
<b>Job Type</b>	Hybrid
<b>Location</b>	Liverpool Central Library
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A9901

## Job Purpose

Contributing to the strategic management and development of the Library Service, in particular performance and financial management and digital library provision and to manage the Library Support Unit. Working as part of the Libraries Management Team to foster partnerships and implement service developments that improves the library service offer.

## **Directly Responsible For:**

Staff working within the Library Support Unit

## **Directly Responsible To:**

Libraries Strategy and Improvement Manager

## **Main Areas of Responsibility:**

- Lead on performance and financial management, the development of the library digital and management systems and being responsible for planning and implementing appropriate technology to ensure the Library Service remains at the cutting edge of digital service development
- Manage the service development of the library support unit and involvement in service wide initiatives
- Lead on procurement of new digital initiatives and systems, scoping out new offers that will enhance the work of the library service
- Foster and develop partnerships across Liverpool city and city region and explore opportunities to improve the service offer
- Responsible for managing relevant budget areas, for example the book fund.
- Responsible for the line management of the library support unit teams, including recruitment, motivation, supervision, counselling / discipline and health and welfare
- Manage and monitor all staff training and development within the designated team
- Participate and be responsible for team leadership including communications, briefings and meetings
- Review and ensure the promotion of the area of service: internal and external, in liaison with Team Leaders

- Review and ensure services are delivered to quality and national standards, with continuous improvement
- Undertake and manage performance management processes ensuring they are in place to achieve corporate, service and team targets
- Responsible for the delivery of customer focused services by ensuring appropriate consultation and research activities are undertaken
- Identify and liaise with relevant individuals, groups and organisations to fully exploit the potential of library resources
- Represent the Library Service at appropriate meetings and negotiations
- Strive to work effectively as a member of the service management team for the benefit of the whole service
- Ensure effective links within the library service through joint working, initiatives and daily operations
- Ensure the development of the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Monitor that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council's safety plan

## **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development
- Manage performance and behavioural issues effectively

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Responsible for managing the book fund and other budget areas linked to digital service developments
- Monitor financial performance and deliver within budget
- Explore different options for funding and income generation

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance



- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 2.

[The competency framework can be found here.](#)

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. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Evidence of continuous professional development related to Libraries and / or associated sectors reflecting commitment to effective management in a large organisation (A,I)

### Desirable

- Educated to degree level or equivalent in a related subject area
- Management qualification

## Experience

### Essential

- Experience of managing and developing Library Management Systems, digital library developments and / or similar services (A,I)
- Extensive experience in a management or supervisory capacity (A,I)
- Experience of managing performance and digital library developments, procurement and third-party contracts (A,I)

### Desirable

- Experience of project management



## Skills/Abilities

### Essential

- Ability to lead and manage large groups of staff, target setting, coaching and mentoring and managing conflict (A,I)
- Ability to create and manage effective database queries, macros, reports and visualisations to monitor and present business intelligence reports (A,I)
- Ability to work within budget, following financial regulations (A,I)

### Desirable

- Excellent planning and organisation skills
- Analysis and decision-making

## Commitment

### Essential

- Adaptable, flexible and capable of working as part of a team or as an individual (A,I)
- Able to attend evening public and other work related meetings (A,I)

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council