

Arlesey Town Council Job Description: Resource Centre Manager

Job title:	Resource Centre Manager
Approved by ATC:	17th October 2017
Reports to:	Town Clerk

Summary of Resource Centre:

Arlesey Resource Centre is managed by Arlesey Town Council, under a Service Level Agreement with Central Bedfordshire Council.

It is a unique organisation serving the local community, combining the benefits of a library service with the addition of a comprehensive computer suite, available for use by visitors to the Resource Centre and for hire by local learning providers.

The Centre is available for hire by independent organisations, groups and individuals outside opening hours. It is a Library access point for Bedford Borough and Central Bedfordshire Libraries, serviced through dedicated terminals, where books can be borrowed, returned and requested and new members can join Central Bedfordshire Libraries. Many activities are held for parents and young children during the week.

Job purpose:

- To deliver a vibrant, high quality, relevant and sustainable library service by contributing to the Resource Centre Strategy priorities, engaging with new and existing users, leading on the increase of Resource Centre usage, supporting the continuing modernisation and transformation of the service and leading staff through change.
- To lead and position the Resource Centre Services at the heart of the community, engaging with the public, local organisations, schools, clubs etc.
- To manage the Resource Centre, line manage, develop and motivate Resource Centre Assistants and ensure that the Resource Centre priorities, standards and performance targets are being achieved.
- To provide high quality customer service and general assistance to Resource Centre users by undertaking a range of duties including serving customers, answering enquiries, taking part in promotional activities for both children and adults and dealing with the display, care and maintenance of Resource Centre stock.

Main accountabilities

- To lead and manage the Resource Centre and ensure that the Resource Centre priorities, standards and performance targets are being implemented and achieved.
- To promote the Resource Centre services in the community and actively support service developments.
- To facilitate and Chair the Resource Centre Strategy Group meetings, liaising with the Town Clerk to ensure their agreement on agenda items and timings.
- To provide a periodic analysis of Resource Centre user trends to the Council, and make recommendations for budget and service improvements based on those trends, information derived from customer engagement and the post holder's own research.

STAFF MANAGEMENT AND TRAINING

- To line manage, motivate, develop and train Resource Centre Assistants, monitor performance and training, conduct annual review meetings and take disciplinary action where necessary in accordance with the Council's Disciplinary Procedure.
- To manage the day to day organisation and deployment of Resource Centre Assistants and other staff including the preparation of daily timetables and rotas.
- To deliver training to Resource Centre Assistants and other staff as required.
- To manage deployment, supervision and support of volunteers and those undertaking work experience or college placements in the delivery of added value services, including their induction where required.
- To assist in the recruitment of Resource Centre Assistants and other Resource Centre staff.
- To manage and ensure effective communications within the Resource Centre and with the Town Clerk, or Assistant Clerk in their absence.
- To work with Central Bedfordshire Council library services and staff to maximise utilisation of their support in achieving the Resource Centre Strategy priorities and service improvements.
- To undertake training and attend training courses and meetings as required.
- To work outside normal contracted working hours as required to attend training courses and meetings and to take part in promotional activities.
- To practice and promote fair and equal treatment of staff and customers when performing all duties contained within this job description.

CUSTOMER SERVICE

- To manage and ensure the delivery of excellent customer service
- To be a first point of contact with customers and actively promote and encourage the use of Resource Centre services, by meeting and greeting, floor-walking and other activities.
- To promote the use of self service facilities where available to customers and empower them to access services on their own by actively providing a high level of customer support and assistance.
- To enhance customer experience by providing
 - a high quality information service using both IT resources and Resource Centre stock, and referrals to appropriate staff
 - product advice and recommendations to customers.
 - support and assistance in using the Resource Centre's public access computers, the on-line catalogue, the and other IT resources.
- To work flexibly to ensure the agreed staffing levels are met during Resource Centre opening hours.
- To deal with customer suggestions and complaints, referring to the Town Clerk when appropriate.

ACTIVITIES

- To organise, manage and take part in the preparation and delivery of promotional activities (both in the Resource Centre and at outside venues) in liaison with the Town Clerk. To include activities for both children and adults, including story times, rhyme times, children's and adult book groups/clubs, craft activities, discussion groups, knit and natter, good afternoon/evening talks and other regular and one-off events working with volunteers and partner organisations where required.

MARKETING AND PRESENTATION

- To contribute to and participate in the marketing, publicity and promotion of Council and Resource Centre services and activities to engage with new and existing customers in order to increase Resource Centre usage, including giving presentations and talks to internal and external groups.
- To be aware of the value of the appearance and presentation of the Resource Centre to customers and to manage and monitor in the carrying out of regular checks of tidiness and appearance.

STOCK MANAGEMENT AND PROMOTION

- To understand the principles around product placement to entice customers to make better use of resources and to target audiences with new initiatives, by ensuring the coordination, creation and maintenance of effective stock displays.
- To manage and organise the re-shelving of returned Resource Centre stock, the tidying of shelves and the keeping of them in good order.
- To ensure that the stock in the Resource Centre is of good quality and of adequate levels, by use of CBC's library management system and other software, by managing and taking part in stock maintenance routines including addition and withdrawal of stock, weeding shelves, stock circulation and stocktaking.

SERVICE PERFORMANCE AND IMPROVEMENT

- To work within a performance culture, actively contribute towards achieving performance targets as set out in the Resource Centre Strategy and local library plans, understand the targets set and how you personally contribute and actively lead staff towards their achievement.
- To actively contribute towards service improvements by providing recommendations on how services and processes can be improved by placing the customer at the heart of any improvements. To include participation and leadership of cross service project teams, improvement groups etc.

RECORD KEEPING

- To manage and carry out Resource Centre administrative routines and record keeping, including customer and other records, and prepare and submit reports and statistic required to the Town Clerk.
- To ensure that all hire arrangements including variations are communicated promptly to the Town Council office.

FINANCIAL

- To be responsible for the collection of and income and for the Resource Centre's petty cash imprest in accordance with Council policies and cash handling procedures.
- To recommend to the Town Clerk efficiency savings and work actively to achieve income targets.

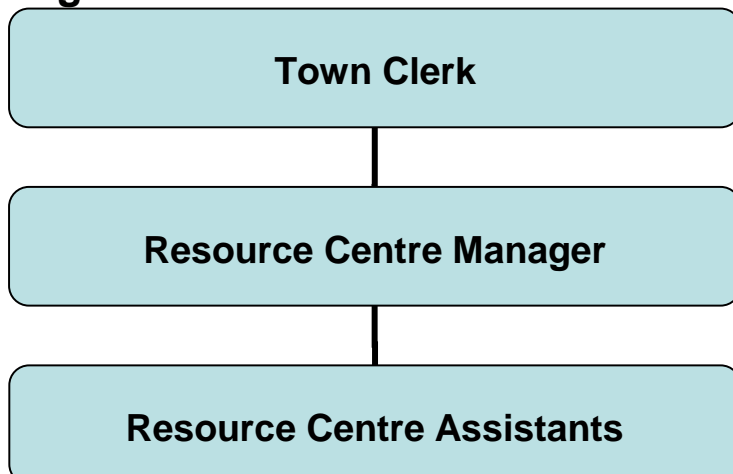
PREMISES

- To be responsible for the Resource Centre premises and report matters related to building maintenance, safety, security and cleaning to the Town Clerk or other appropriate staff or contractors, as necessary.
- To act as a key holder, setting alarms as necessary, and to be responsible for opening and closing the Resource when required.
- To ensure that any faults or issues in the Resource Centre are reported through the correct channels and are monitored.
- To carry out daily premises checks and health and safety audits and ensure that policies and procedures are applied at all times.
- To manage the Resource Centres IT resources on a day to day basis and liaise with ICT partners and the Town Clerk as appropriate.

GENERAL

- To act within Council policies, standing orders and all current legislation including the personal responsibilities listed in the Council's Health and Safety and ICT policies.
- To have an awareness of Arlesey Town Council services as outlined on the Council's web site.
- To undertake any other duties of a similar level and responsibility as may be required from time to time.
- To fulfil all spoken aspects of the role with confidence through the medium of English

Organisation chart:



PERSON SPECIFICATION: Resource Centre Manager

	Essential Criteria	Desirable Criteria
1. Qualifications	<ul style="list-style-type: none"> ▪ At least 4 GCSEs at grades A-C including English and Mathematics or equivalent GNVQ level 2 qualifications. ▪ IT Qualification to ECDL / GNVQ Level 2 or equivalent 	<ul style="list-style-type: none"> ▪ Training in supervisory/leadership skills ▪ Training in library skills e.g. ACLIP ▪ 'A' levels or GNVQ level 3
2. Relevant Experience	<ul style="list-style-type: none"> ▪ Experience of working in a public library in a supervisory capacity ▪ Experience of deputizing for a management position ▪ Experience of working with the public in front line customer service ▪ Experience of line managing or supervising a direct public service ▪ Experience of managing or supervising staff ▪ Experience and confidence in use of IT systems and software 	<ul style="list-style-type: none"> • Experience of working in a retail environment • Experience as a trainer • Experience of using cash registers/cash management system and of the banking of income. • Experience of promoting library services in the local community • Experience of public speaking • Experience of managing staff through change • Experience of using customer intelligence to develop services
3. Skills and Abilities	<ul style="list-style-type: none"> ▪ Knowledge and understanding of how public library services can contribute to the community and to council objectives. ▪ Ability to deliver a high level of customer service and interact effectively with a wide range of people ▪ Must like helping people of all ages ▪ Good interpersonal communication and influencing skills in both written and spoken English ▪ Ability to deal with challenging customers and situations ▪ Ability to promote Resource Centre and council services to / in the community ▪ Ability to market products and services towards particular customer groups 	<ul style="list-style-type: none"> ▪ Knowledge and understanding of public library services nationally ▪ Knowledge and understanding of IT as related to public libraries ▪ Understanding of local government

Continued....Skills and Abilities

- An interest in books, reading and information and a knowledge of library products and initiatives
- Ability to lead a team and be an effective team member
- Ability to lead and work with other staff to achieve targets and objectives within a performance culture
- Ability to manage, motivate, train and develop staff
- Ability to work effectively without constant supervision
- Ability to digest information and present it appropriately to different levels of people
- Ability to negotiate with suppliers, contractors etc
- Ability to handle a wide variety of tasks in a busy customer services environment
- Ability to keep accurate records
- Ability to exercise discretion
- Ability to organize and prioritise work and to meet deadlines
- Demonstrable skills in problem solving and analysis
- Ability to manage financial routines
- Ability to undertake and successfully complete training
- Demonstrates a flexible and positive approach to tasks
- Demonstrates enthusiasm for and commitment to the successful development of the library service and working with the community
- Commitment to embedding equality and diversity
- Ability to lift, stretch, and shelve books and other materials with the help of aids
- Ability to work on a PC and other Resource Centre equipment with appropriate training and adaptations as necessary
- Available to work the specified pattern of hours, with some flexibility as required

**ARLESEY TOWN COUNCIL
APPLICATION FORM FOR EMPLOYMENT**

PLEASE COMPLETE **ALL** SECTIONS OF THIS FORM IN BLACK INK, OR TYPED
ALL SECTIONS SHOULD BE COMPLETED. DO NOT STATE 'REFER TO C.V.'

POSITION APPLIED FOR:

Full name:

Address:

.....

Tel numbers: Home Mobile

Email:

Present/last appointment

Name and address of employer	Post held	Salary and other benefits (if any)
	Date of appointment	Length of notice

Brief summary of duties and responsibilities in present/last appointment

Are you currently in employment? YES / NO
If no, please specify when last appointment ended

Secondary education and qualifications

Name of educational establishment	From	To	Qualifications gained

Higher education

Name of educational establishment	From	To	Qualifications gained
Membership of professional bodies	Membership grade	Date	Was membership gained by examination?

Previous appointments held (most recent first)

Please provide details of previous ten years only, unless previous experience is particularly relevant to the post

Employer	From Month/Year	To Month/Year	Position held	Salary on leaving Reason for leaving

Details of relevant experience and other supporting information - please refer to the Job Description and Person Specification for the position applied for.

Please make full use of this page to provide further supporting information in support of your application. You may continue on an additional sheet (clearly marked with your name and position applied for) if required.

Further information

Please place a ✓ in appropriate box	YES	NO
1. Do you possess a current driving licence?		
2. If yes, do you have regular use of a car during working hours?		
3. Are you subject to any legal restrictions in respect of your employment in the UK? Please provide your National Insurance No. _____		
4. Are you, to your knowledge, related or known to any Member or Officer of Arlesey Town Council?		
5. Do you hold any other position that would continue if you were appointed to this position?		
6. Have you ever been convicted of a criminal offence? (Declaration subject to the Rehabilitation of Offenders Act 1974)		
7. If you have a disability please tell us about any adjustments we may need to make to assist you at interview:		
IF YOU HAVE ANSWERED YES TO EITHER 3, 4 OR 5 ABOVE, PLEASE GIVE DETAILS BELOW		

References

Please tick if you would prefer us **NOT** to contact your present employer without further reference to yourself

Please give the names and full addresses of two persons to whom reference can be made – the first should be your present/last employer, if applicable

Name:	Name:
Job Title:	Job Title:
Company:	Company:
Address:	Address:
Email:	Email:
Tel no:	Tel no:

Declaration

I declare that the foregoing information is correct to the best of my knowledge and belief and that in particular I have not omitted any material facts, which may have any bearing on my application. I understand that any subsequent contract of employment with the Town Council will be made only on this basis. Falsification of information could lead to dismissal.

Signed:

Dated:

N.B. Canvassing of Members or Officers of the Town Council directly or indirectly in connection with this application will automatically disqualify the candidate.

Return completed forms in an envelope marked 'RECRUITMENT – PRIVATE & CONFIDENTIAL' to:

The Town Clerk, Arlesey Town Council, Community Centre, High Street, Arlesey, Beds, SG15 6SN

Arlesey Town Council

Equality and Diversity Monitoring Form

Arlesey Town Council is committed to providing a fair recruitment process and equal employment opportunities for all. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of our workforce in encouraging equality and diversity.

The Town Council hereby seeks your help in achieving its Equal Opportunity aims, by requesting your voluntary completion of this form. There is no obligation on you to do so.

The information you provide will remain confidential, be stored securely and will only be referred to by authorised personnel.

Please return the completed form in an envelope marked 'Strictly confidential' to **The Town Clerk, Arlesey Town Council, Community Centre, High Street, Arlesey, Beds SG15 6SN.**

Gender Male Female Prefer not to say

Are you married or in a civil partnership? Yes No Prefer not to say

Age 16-24 25-29 30-34 35-39 40-44 45-49
50-54 55-59 60-64 65+ Prefer not to say

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

White

English Welsh Scottish Northern Irish Irish
British Gypsy or Irish Traveller Prefer not to say

Any other white background, please write in:

Mixed/multiple ethnic groups

White and Black Caribbean White and Black African White and Asian
Prefer not to say Any other mixed background, please write in:

Asian/Asian British

Indian Pakistani Bangladeshi Chinese Prefer not to say
Any other Asian background, please write in:

Black/ African/ Caribbean/ Black British

African Caribbean Prefer not to say
Any other Black/African/Caribbean background, please write in:

Other ethnic group

Arab Prefer not to say Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition?

Yes No Prefer not to say

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

What is your sexual orientation?

Heterosexual Gay woman/lesbian Gay man Bisexual
Prefer not to say If other, please write in:

What is your religion or belief?

No religion or belief Buddhist Christian Hindu Jewish
Muslim Sikh Prefer not to say If other religion or belief, please write in:

What is your current working pattern?

Full-time Part-time Prefer not to say

What is your flexible working arrangement?

None Flexi-time Staggered hours Term-time hours
Annualised hours Job-share Flexible shifts Compressed hours
Homeworking Prefer not to say If other, please write in:

Do you have caring responsibilities? If yes, please tick all that apply

None Primary carer of a child/children (under 18)
Primary carer of disabled child/children
Primary carer of disabled adult (18 and over) Primary carer of older person
Secondary carer (another person carries out the main caring role)
Prefer not to say

Thank you for completing this form.