

# Job Outline

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## Job Title:

Library Service Manager

## Basis:

Full Time

## Salary:

Grade 3

## Status:

Permanent

## Base:

Bryngarw

## Accountable to:

Director of Operations

## Accountable for:

Library Managers

Heritage Development Manager

Resources Development Librarian

Systems Librarian

## Your Role:

A key member of Awen's Senior Leadership Team, you will lead Awen's library operations and services, providing day-to-day management of the libraries team and identifying and implementing new strategies that ensure our libraries evolve and continue to meet the needs of their users and communities.

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## In this role, you will:

- Lead, manage and empower the library team, ensuring that libraries operate effectively and efficiently.
- Be accountable for library and relevant service budgets and their management in accordance with Awen's financial guidelines.
- Develop and lead on the library's business plan with support from the Director of Operations in line with Awen's strategic direction.
- Develop and shape Awen's contribution to the wellbeing agenda and, through activity and advocacy, demonstrate our impact against the goals of the Wellbeing of Future Generations Act and the priorities of our key partners.
- As a member of Awen's Senior Leadership Team, contribute to the wider management of Awen Cultural Trust.
- Review service delivery, identifying opportunities for innovative change across the library service and recommend, implement, and manage projects to promote efficiency and improvement.
- Implement the integration of libraries into our partner council's community hub network, ensuring local communities have access to the services and opportunities they need.
- Identify external funding opportunities for capital projects, events and programmes in libraries, preparing and monitoring grant applications.
- Support the work of the Heritage Development Manager, embedding opportunities across Awen's portfolio and exploring new ways of engaging communities with heritage.
- Lead on the statutory responsibility to report to Welsh Government on annual performance against the Welsh Public Library Standards.
- Represent Awen in regional and national library networks, funders and other partners to contribute to collaborative Welsh library projects and support Awen to achieve its objectives.
- Work with the marketing team on library marketing and promotion, ensuring campaigns reach target audiences and achieve desired outcomes.

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## General Duties and Responsibilities:

- Be responsible for your own health and safety and that of other staff and any member of the public who may be affected by your acts and omissions at work
- Participate in any training and development activities to maintain own development or to enhance competence within job-role
- Uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair
- Ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation
- To actively challenge discrimination and stigma in the workplace.
- Be responsible for safeguarding and promoting the welfare of children, young people and adults at risk
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture
- Be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- Compliance with Awen's policies and procedures
- This is not a complete statement of all duties and responsibilities comprising this post, and this document will be regularly reviewed. You may be required to undertake other tasks/duties that are reasonably assigned to you and are within the capability and grade of this role.

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# Person Specification

## The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- A high degree of initiative, resourcefulness, flexibility and a self-motivating approach to achieve business objectives (E)
  - Innovative thinker and ability to identify, through an understanding of the 'bigger picture', practical options and solutions (E)
  - Confident and professional approach and leads with consistency, fairness as well as calmly and constructively in high pressure situations (E)
  - Positive, and motivational approach to support colleagues and teams to achieve common aims and objectives (E)
  - Leads by examples with a flexible and committed approach (E)
  - Forwarding thinking and able to contribute to aims and objectives of Awen through its vision and brand values (E)
- Passion and enthusiasm for libraries, books and the arts (E)

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# Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Educated to degree level in Libraries & Information or able to demonstrate competence through experience (E)
- Full driving licence and access to own car for work purposes. (E)
- Ability to communicate effectively through oral and presentational skills as well as excellent report writing skills (E)
- Able to use appropriate interpersonal skills and behaviours to inspire and guide others and to build positive relationships with stakeholders (E)
- Able to cultivate an open, honest and supportive environment where individuals are empowered to be the best that they can (E)
- Sets the highest standards of performance for self and others in meeting internal and external customer expectations (E)
- Ability to manage resources according to allocated budgets and the priorities of Awen (E)
- Ability to analyse data, provide consistent advice and present meaningful performance reporting (E)
- Previous experience in public libraries or substantial equivalent experience (E)
- A detailed understanding of key issues relating to the public libraries agenda (E)
- Experience of developing, managing and implementing change programmes in the interest of business improvement and efficiency
- A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering it
- Ability to communicate in Welsh

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