

Library Service - Area Manager

Grade 13

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The Area Manager role is key in the management and delivery of a customer focused library service aligned with the New Council corporate and service plans. Working with the Chief Librarian you will develop a cohesive service that provides joined up and coordinated services, drive forward organisational development and change, and ensure the service can respond to the changing requirements of customers, the Council and the challenges of the external environment. You will be responsible for engaging with customers, colleagues, Councillors and partners both internal and external to the Council. You will provide clear leadership, direction and management of your staff to deliver excellent services which meet the needs of customers. You will also be responsible for the management of a delegated budget.

This role is based within Corporate Services – Library Service. Click here to find out more [●](#)
To find out more about working for Kirklees please click [here](#)

The Job Role

An integral part of the Senior Management Team, you will contribute to the formulation and development of Council strategies and policies for the future, shaping development and delivery of the library service, in line with central government, corporate targets and best practice.

With responsibility for a cohesive library service offer you will lead in the management, and delivery, of face to face customer service for a geographical area in line with the agreed strategic direction and targets.

Your role will encompass leadership and strategic direction on a range of themes.

Engage and consult with communities in the area. Work collaboratively with elected members, voluntary groups, community groups and partners to develop new service wide business opportunities and to ensure efficient delivery.

Have financial responsibility for libraries within a geographical area and ensure that all delegated budgets are managed efficiently and effectively.

Keep abreast of professional and service developments and use this knowledge to creatively develop and manage the library service.

Represent the service at regional and national network meetings, conferences and seminars.

Job Checklist

- A significant contribution to supporting the Council in delivering the Corporate Plan through effective leadership and shaping the library service.
- A cohesive service that delivers information that meets the needs of the Council, customers, and communities.
- The provision of an efficient and cost effective library service.
- Performance and financial targets are met through the effective use of management information.
- A close working relationship with partners, community groups, volunteers, elected members and other stakeholders.
- A high quality service is delivered in an effective way to meet the Council's priorities and national initiatives.
- A customer focused team equipped with the appropriate skills and resources that empowers them to deliver an efficient and effective service.
- A service which is proactive and responsive to local, regional and national agendas.

Please click [here](#) to see your responsibilities related to safeguarding.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and to our customers and to be creative, wherever they work.

Your developed leadership skills will enable you to work co-operatively, consult and communicate effectively with key stakeholders, establish, maintain and build effective working relationships.

With a highly professional and responsive manner you will take personal responsibility for achieving results, actively seeking feedback to improve the service and to ensure efficient service delivery.

Working in a constantly changing environment you will have a focus on the future, championing new and creative ways of working. You will lead in delivering service developments, improvements and process efficiencies whilst maximising customer satisfaction.

Have a reasoned and timely approach to decision making and will be accountable for your decisions. A commitment to performance management means you will take action to address underperformance and you will make sure the service benefits from any learning.

Your flexibility will ensure you are able to meet service needs with varied working arrangements.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council manager within the organisation.

This role is at level 3. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

Person Checklist

- First degree and postgraduate qualification in Information and Library Management, or degree in Information and Library Management, or be able to demonstrate equivalent relevant experience.
- Experience of working in a library in either a professional or non-professional capacity.
- Experience of managing a diverse staff team in a number of locations.
- Experience of leading a team involving individuals and groups in communities aimed at widening access, increasing participation and developing and promoting services.
- Experience in successfully providing services which are focused on the improvement of customer care and performance in relation to frontline services.
- Ability to develop and sustain partnerships with a wide variety of professionals and members of the community.
- Ability to lead change effectively.
- Competent in the use of IT and digital technology and an awareness of social media.
- Proven ability of problem solving and finding solutions when managing and developing services.
- Experience of budget monitoring.
- Ability to work flexibly to meet the needs of the service.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: *In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.*