

Job Summary

Post Title	Senior Area Supervisor	Pay Grade	Grade 4
Directorate	Culture, Sport and Leisure	Line Manager	Area Manager
Service Area			
Post Number/s (Mandatory for existing posts, If multiple posts state all)		If existing post is the post title changing? If yes state both	N/A
JE/GAR reference number (Mandatory for existing posts)	COM25.10	Work Location (state Council office)	Various Library branches
Work style (Delete as applicable)	Fixed	Job Family & Role Profile	Customer and Community Engagement CCE04M
DBS Check Required? (Delete as applicable)	NO If YES state level of DBS required: Basic/ Standard / Enhanced with Barring check / Enhanced without Barring check		
Politically Restricted Post? (Delete as applicable)	No <i>The Local Government and Housing Act 1989 prevents certain officers from taking part in political activities, such as holding office as a local councillor.</i> <i>There are broadly two categories of restricted posts:</i> <i>Posts which are 'specified' as per Section 2(1) of the LGHA 1989 and Posts which are 'sensitive', which means that they are politically restricted by virtue of the nature of the role, rather than the job title.</i>		

Job Purpose and Job Context

To be leaders and champions for Library Flex, supervising and developing local systems and tasks to ensure the efficient delivery of this model and promoting, enabling, monitoring and proactively marketing the offer, including to internal and external partners

To work across multiple sites, including the two largest library sites of Aylesbury and High Wycombe, in collaboration with the Area Manager to deliver the development of community hubs by managing and developing a team of staff and volunteers to co-ordinate, enable and directly deliver a range of library, council and partner services. To deputise for Area Managers as and when required.

To promote health and wellbeing, cultural participation, and digital inclusion, to support residents access to wider Council services as part of the Council Access Point network and to manage resources as required to deliver on the library service vision and priorities

Main Responsibilities and Duties

This section should outline key outputs of the role and should provide some specific examples of role profile accountability.

- To support and manage the day to day delivery of the Flex service at any location, including supervision and pro-active development of all policies, processes and procedures to ensure that these are carried out effectively at branch level. To be a positive advocate of the service.
- To supervise the delivery of and directly deliver all aspects of the Library Flex service including on site in person inductions and training and support of self-service technologies
- To work in collaboration with the Area Manager team to manage staffing and volunteer resources across the service to deliver a resilient and customer focused service. To provide a first point of contact and support for Library Supervisors across the service and to respond flexibly to changing staffing levels and priorities to positively lead your team to ensure consistent service delivery across your area
- To work flexibly across a number of locations to support Area Manager and teams across the service, including duty management when required.
- Receive, review, investigate and resolve customer queries and complaints, including those escalated by the team. If necessary, refer complex or serious issues to the Area Manager. All required records are kept. Resolve issues to the satisfaction of customers.
- Supervise a team of staff. Allocate and schedule work to ensure the team completes all work on time and to the required standards. Complete performance and development reviews and support recruitment, induction, development, employee relations and all HR related processes to the required standards and timescales for all staff. To line manage and develop a team of staff, including management of processes such as Health and Attendance.
- Support and develop volunteers as required. To recruit, train, lead and supervise volunteers in accordance with library service policies and procedures.
- Provide professional advice and specialised information to colleagues, customers and stakeholders.
- Keep up to date with developments in area of responsibility to support an effective service to customers including wider community and Council services and initiatives. To pro-actively develop relationships with a range of local partners and community groups to deliver activities and events, in particular around the areas of Health and Culture
- Assess the work situation, identify the relevant precautionary, safety and security measures and act accordingly to assure compliance with health and safety (and other compliances) and the security of information and assets. Ensure stakeholders and team members are aware of all relevant safety and security issues and understand their obligations. Address any problems or incidents within remit of role. The proper precautions are known and taken.
- Ensure the facility is clean, secure and available for safe usage. Check equipment and make the necessary adjustments to enable their safe use. To be responsible for site management across the library estate, including regular maintenance requests and regular Health and Safety checks and procedures. To work collaboratively with partners in shared use buildings to manage the day to day running of that building
- Collate, record, process and analyse information to support the service, adhering to procedures. Compile reports and make recommendations as required, in the format and to the timescales required. To ensure all staff are trained and engaged in all relevant reporting mechanisms, for example CAP forms and Health Libraries stats, to ensure reporting is timely and accurate
- Ensure agreed communications, promotional and engagement events and activities are designed and delivered to support service area and achieve desired results.
- Contribute to projects and service initiatives as part of a project team. Project tasks are delivered to agreed specification, timescales and budgets.
- Enable the development of others. Identify where the job roles within the team are changing and whether this will require new knowledge or skills. Develop and deliver training on specific issues as required. To empower and support staff in their personal development, including with Personal Development plans and to access opportunities such as coaching.
- Deliver the services and standards required of the team in compliance with relevant legislation, policies and

procedures. Develop team objectives in agreement with line manager and monitor progress against them. All quality, performance and management information to be provided accurately to the required timescales.

- Ensure all financial transactions are processed and reconciled correctly, payments are kept securely, and receipts are issued as required. Where applicable, revenues are delivered. To supervise and ensure the completion of all administrative duties to support the efficient and effective operation of the library for example banking, invoicing, debt recovery, supply ordering. To actively support income generation such as promoting and manage room bookings via the Lemon Booking platform.

Accountability

- If this role manages a budget please state the size of the budget: None
- If this role monitors a budget please state the size of the budget: None
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. (e.g., BCC, AVDC, WDC or CSB) Max 8
- How many indirect reports does this job have in its reporting line? Max 6

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples
Up to 3 months		
1 year	✓	Planning of events, staff resource planning, regular building maintenance
3-5 years		

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience <i>(taken from role profile to complete)</i>	Job Specific Examples	Essential	Desirable
Experience of line management of a team	Significant experience in line managing and developing a team. Including knowledge of relevant BC policies and	✓	

	procedures such as Health and Attendance and Conduct		
Experience of leading and developing a team & motivation and supervision of staff.	Significant experience of developing the skills and experience of other team members. Including strong role model behaviour in this area, experience of mentoring and/or training others. Strong evidence of own Personal development and able to inspire this in others.	✓	
Experience of leading change	Experience of managing a team positively through a period of change. Leading and engaging all team members to achieve a positive result	✓	
Experience of building management	Experience of managing a physical site, including aspects such as maintenance and securing the premises. Confident dealing with regular activities such as planned maintenance and Health and Safety checks. Also confident in dealing with more complex issues, seeking help and advice from colleagues when required	✓	
Excellent customer service skills – able to resolve more complex queries and more complex customer disputes & Experience of working with the public in a customer facing / contact role.	Confident engaging with customers and able to adapt communication style to effectively resolve issues and more complex disputes. Able to judge when to step in to support colleagues and communicate with customers to resolve disputes via a variety of mechanisms including face to face, phone and email. Able to use own judgment confidently and effectively and to mentor others to improve these skills	✓	
Excellent communication skills	To be able to communicate effectively with a variety of people and to adapt communication style accordingly. Ability to direct and train customers in the use of self-service technology. Ability to manage communication with a team to ensure updates and key information is shared in a timely and effective manner. Ability to engage effectively with senior managers both within and outside of the service	✓	
Partnership working	To be able to work pro-actively and collaboratively with local community partners and stakeholders to promote the library and to support events and activities that enhance the lives of local residents	✓	

Good ICT skills - both standard Microsoft applications and the use of the library website and apps	To be able to use a variety of IT systems, such as the LMS and library apps to a high level and to be able to offer advice and guidance to others on these systems	✓	
Knowledge of relevant policies, procedures, regulations, codes of practice, required outputs and a working knowledge of other relevant Council areas	Awareness or relevant service area policies and awareness of other areas of the authority relevant to the service.	✓	
Highly literate and numerate with good attention to detail.	Strong Literacy and Numeracy skills with attention to detail	✓	
Good planning and organisational skills, with proven ability to use initiative, prioritise workloads, monitor and evaluate work and ensure deadlines are achieved.	To be able to manage workload effectively and work with the area manager to complete medium plans that contribute to the delivery of the service strategy as a whole	✓	
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
GCSE's 5 x A – C or equivalent & Educated to NVQ 3 / HNC standard or equivalent.		✓	
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>			✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

For all other post regardless of whether require a Basic check or no check at all This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) Nacro	Y
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This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.