



## Job Description

**Title: Principal Client - Libraries**

**Grade: Indicative MG5**

**Department: Environment & Community**

**Section: Libraries Client**

**Post No: 11081**

**Reports to: Director of Regeneration**

### MAIN PURPOSE

1. To lead, shape and drive improvements in the delivery of the Library Service contract and library services at a borough level, providing operational oversight and leadership for all aspects of services delivered via this contract
2. To control, manage and deliver the contractual performance of all service areas, ensuring contractual compliance; a sustainable and customer focused service; financial control and compliance with established budgets including monitoring, reporting, review and report on the contractor's performance and standards against the agreed contract KPIs.
3. To lead in the delivery of best practice and best value through operation of the established performance management frameworks and monitoring systems, ensuring the reliable delivery of performance targets and performance management systems that secures high standard of service delivery to customers and stakeholders.
4. To ensure an effective level of integrated service delivery and strong partnership working, amongst contractors and key partner agencies and stakeholders.
5. To take the lead in providing advice to the Council on matters relating to the delivery of public library services.
6. To be responsible and accountable for identified service budget(s), both revenue and capital.

### SUMMARY OF RESPONSIBILITIES AND DUTIES

#### 1. Service Responsibilities

- 1.1 To be the lead manager responsible for the operational delivery of the Libraries contract, ensuring that regular communication, contract management principles and adherence to established performance management frameworks are delivered as per the contract provisions.
- 1.2 To lead in the development of and the delivery and implementation of policies, plans and budgets associated with the identified service areas, enabling the delivery of effective and efficient services, meeting legislative requirements and in compliance with the Council's policies, financial regulations and standing orders.
- 1.3 To lead on the development of innovative and well-organised service solutions that deliver seamless, responsive and high quality outcomes.
- 1.4 To ensure the contractor is able to meet contractual obligations and is efficiently delivering on and satisfying the Council's statutory responsibilities as required.
- 1.5 To ensure that the operational delivery of services promotes a flexible and integrated cross-Council working philosophy, with a focus on the delivery of services that improves and tackles local problems, generating a genuine customer and community performance culture.
- 1.6 To deliver and continually explore opportunities for the delivery of commercially focused services, including

## Human Resources Division

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options for income generation.

1.8 Communicate and promote Bromley Council's vision, values, objectives and priorities effectively to staff, partners and the public; including the attending of Public meetings, Stakeholder meetings, Residents / Customer forums.

1.9 To perform any other duties that may be required commensurate with the salary and grade.

### **2. Library Services**

2.1 To provide the Responsible Director, Chief Officers and members with relevant professional advice.

2.2 To monitor the progress of capital projects being undertaken by the service provider to ensure compliance with programme and budget.

2.4 Ensure that the Library Service is effectively managed by the service provider to reduce voids and maximise income as per the contract agreement.

2.5 Where appropriate, engage and manage specialist consultants.

2.6 Represent the council on relevant partner groups in library matters.

### **3. Managing Finance and Resources**

2.1 To lead on the annual budget planning processes within the context of the assigned service area, ensuring that statutory and local service priorities are delivered within the wider Divisional budget framework.

2.2 To manage the budget for the designated service area, ensuring that resources are utilised efficiently and that services provided are within the approved budgets levels.

2.3 Use technology effectively with colleagues, stakeholders, and contractors to improve the effectiveness and efficiency of services delivered.

2.4 Monitor capital receipts achieved by the service provider and to provide accurate forecasts on all capital receipts to inform the Council's overall accommodation strategy.

### **4. Staff**

3.1 To deliver strong leadership to the Library Client Team, ensuring staff are routinely supervised, developed and empowered to deliver services independently.

3.2 Monitor the work performance of the Team, through the undertaking of performance management reports, while ensuring the establishment of clear personal performance targets within the context of the Council's appraisal scheme (DICUSS) is also delivered.

3.3 Contribute with the Senior Management Team in the promotion of Bromley Council's vision, Core Operational Principles (COP) and REAL leadership values (Respect, Empower, Ambition, Learn).

**CONTACTS AND RELATIONSHIPS**

Provide to customers/clients, Councillors and stakeholders the specified standard and level of service that is expected, managing and rectifying with the contractor or staff any shortfalls in performance or where potential improvements have been identified.

**MANAGEMENT AND LEADERSHIP**

Fully and positively participate in the Council's performance appraisal/ performance related pay/performance development scheme in order to develop and enhance personal and service performance.

**EQUALITIES**

Implementation of the Council's equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery.

	<b>Date</b>	<b>Name</b>
1. Date drawn up	26 May 2017	
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		



## Person Specification

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**Grade: Indicative MG5**

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### **ABILITIES, SKILLS AND KNOWLEDGE**

1. Extensive knowledge, experience and understanding of public library service management set within a political context.
2. Adapts quickly to changing situations with the ability to manage own and others' time effectively
3. A demonstrable ability to strategically plan and deliver services, while ensuring a flexible approach to work from day to day to cope with a variety of situations, groups or individuals.
4. Relevant management experience including the effective operational management and delivery of services.
5. Effective communication and interpersonal skills that build positive relationships. Ability to communicate effectively within the organisation and to customers, consultants, contractors, courts, external agencies orally and through letters, short reports, meetings, etc.
6. Ability to take on the accountability of projects delivering changes in service areas, on both a service and Divisional context.
7. Knowledge of Council vision, priorities and strategy with a desire and willingness to understand and resolve service issues with a focus on the customer.
8. Genuine ability to work well within the team environment both as leader and as part of a team. Ability to make positive contributions to overall effectiveness, including the training of staff.
9. Capable of being proactive in identifying and resolving practical problems with the contractor and proposing service improvements, ensuring professional standards are achieved.
10. Understanding of Performance Management processes in partnership arrangements.
11. High level of IT skills and understanding of systems needed for the effective running of the service.
12. Ability to manage the political interface and external relationships.
13. Demonstrable communication, negotiating and influencing skills when working with contractors, customers, Councillors and stakeholders.

### EXPERIENCE

- Several years of experience in the day to day management of staff, finances and resources in the public and/or private sector, preferably at least 5 years.
- Successful development and delivery of services aligned to significant contract experience.
- Involvement in the commissioning of services from review, analysis, commissioning and award.
- Involvement in the preparation, management and control of service based budgets.
- Evidence of success in the delivery of quality services with an ability to achieve service improvements under the principles of best value.
- A proven track record of communicating effectively with a wide range of stakeholders and audiences whilst developing positive relationships.
- Proven experience of promoting equal opportunities.

### QUALIFICATIONS

- Degree or other appropriate professional qualification equivalent and/or relevant and proven working experience
- Relevant supervisory or management qualification
- Commitment to continue professional development and the development of staff.

### SPECIAL CONDITIONS

- The post requires attendance at evening meetings

**DATE DRAWN UP** 26 May 2017

## Job Description & Person Specification

<b>Post Title: Contracts and Development Manager - Libraries</b>	<b>Grade: Indicative BR12</b>
<b>Department: Environment &amp; Community Services</b>	<b>Division/Section: Libraries Client</b>
<b>Post No: 15413</b>	<b>Reports to: Principal Client - Libraries</b>

### MAIN PURPOSE:

To assist the Principal Client, Libraries, in the effective management, organisation, supervision and administration of all Client Services in relation to the delivery of the Library Service contract.

### SUMMARY OF RESPONSIBILITIES AND DUTIES:

1. Provide professional and technical advice, guidance, management and support, liaising and communicating with and to all clients, colleagues and the General Public.
2. Assist the Principal Client in managing the responsibilities to ensure the effective management within the terms of the Library Service contract.
3. Provide the compilation, review, adjustments, amendments and preparation of contract specifications, documentation, variation orders and schedules.
4. Monitor, report, review and report on the contractor's performance and standards against the contract KPIs and performance management statistics.
5. Contribute to and assist with the continuous development of the delivery of the Library Service contract, its practices, procedures and ways of working/ best practice.
6. Develop and maintain statistical, financial and performance information relative to the services provided under the contract.
7. Conduct/ assist/ support special projects and assignments as required as directed by the Principal Client.
8. Assist with the consultation and annual review, promotion and issue of key contract plans.
9. Attend various meetings with clients and contractors where appropriate.
10. Issue, follow up, (providing appropriate advice, guidance and support) and ensure rectification of any failures of contractual compliance and standards failures/ defaults where applicable.
11. Continuously review, use and advise on new initiatives, technology, materials, and equipment applicable to the industry sourcing best practice and value.
12. Have responsibility for prioritising and assessing workload, allocating resources and ensuring and effective contribution to the overall business objectives of the Team.
13. Provide support and cover for colleagues within the team in their absence being an

## Job Description & Person Specification

effective member of the team.

14. Be prepared to challenge and be enabled to adapt to change.
15. Refresh, renew and update professional and local expertise to ensure that the most modern up to date information and advice is being provided to the clients and council.
16. Act as a signatory for the team in terms of clearing invoices, raising orders.
17. Undertake any other duties commensurate with the level of the post, as required to ensure the efficient and effective running of the Department / Section

**CONTACTS AND RELATIONSHIPS:** (customer focus, both internal and external)

As a member of the Library Client Team contacts and relations will include Councillors, Senior Officers, colleagues from all departments within the council, other local authority colleagues, various service contractors and the general public.

**MANAGEMENT AND LEADERSHIP:** (finance, resources, performance management, staff supervision and service delivery)

1. Assist in the effective management of the Library Service Contract.
2. Lead on special projects.
3. Fully and positively participate in the Council's performance appraisal/ performance related pay/performance development scheme in order to develop and enhance personal and service performance.

**EQUALITIES:**

Implementation of the Council's equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery.

	Date	Name
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### SKILLS & ABILITIES

1. Excellent communication skills and telephone manner.
2. The ability to communicate effectively and professionally with a wide range of people at all levels in the Council, with all manner of clients and the general public.
3. The ability to work under pressure alone.
4. Be self-motivated, innovative, approachable, facilitative, flexible, persuasive, patient and even tempered.
5. The ability to respond readily to challenges and change.
6. To work effectively in a variety of situations independently, in a partnership or in a larger team, and have an approach which fosters and encourages working together and partnerships with a wide range of organisations.
7. Data handling skills with the ability to analyse information.
8. Be able to organise, plan, prioritise and maintain a heavy workload.
9. Excellent report, evaluation, creativity and feasibility writing skills.
10. The ability to supervise and manage personnel
11. Have good written and active presentation skills.

### KNOWLEDGE

1. Must be fully conversant and able to demonstrate an up to date professional and working knowledge of the operational aspects of public library services.
2. Be literate and numerate.
3. Have an understanding of and able to use windows based office systems (Word, Excel, Project)
4. Be able to acquire extended skills in ICT to improve the presentation and delivery of data and information
5. Experience of monitoring projects and able to develop detailed project plans and monitor their implementation.

### EXPERIENCE

1. Be able to demonstrate ability to deal with a range of customers with some complex / difficult / time pressured queries.
2. Up to date ICT in terms of meeting the requirements in knowledge, skills and ability
3. Proven minimum of no less than three years in a similar environment in a similar role and have proven track record of delivery.
4. Thorough understanding and experience of relevant health and safety requirements
5. Proven track record, knowledge and experience of relative personnel issues.



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### QUALIFICATIONS

1. A good standard of education is required supported by a professional qualification(s) in an appropriate discipline such as librarianship or information Science..
2. Project qualification/or working knowledge e.g. to Prince 2 standard

### SPECIAL REQUIREMENTS

May need to attend some evening meetings