

JOB DESCRIPTION

Duty Manager - Libraries

Salford Community Leisure is run by and for the people

We exist 'to enhance the lives of people through sport, leisure and cultural opportunities'. We are committed to enhancing the physical and cultural wellbeing of the community through the sport, leisure and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year. Passionate about delivering value for money, we reinvest every pound we receive because we believe that leisure and culture should be at the heart of every community.

We pride ourselves on recruiting the right people with the right values into the right roles. We are looking for professional, respectful, knowledgeable, passionate and solution-driven people to join our team as we strive to deliver excellence to our customers.

Across the City we manage 16 libraries, offering a range of reading opportunities, digital support and free access to over 200 computers, a books@home service, a library service for schools and a varied programme of activities for adults, children and families.

About the role

This role is pivotal in helping to deliver our ambitions. The Duty Manager will provide direct customer service at a main (Gateway or Broughton Hub) library and take day-to-day responsibility for its efficient and effective operation.

Purpose:

- The Duty Manager will help customers with a wide range of enquiries and complete the necessary routine tasks to ensure the library's effective operation.
- The Duty Manager will supervise the day-to-day work of library assistants and volunteers, helping to ensure that customers receive a high standard of service, that operational systems and procedures are appropriately implemented and that all day-to-day issues involving staff and customers are handled in accordance with Salford Community Leisure's policies. When necessary, they will escalate issues to the Area Manager.
- The Duty Manager will assist the Area Manager in the successful delivery of service priorities.
- The Duty Manager will ensure there is day-to-day hands-on support for colleagues and partners in the organisation and delivery of projects, activities and events which underpin service priorities and meet the needs of all sections of the community.
- The Duty Manager will actively support the Area Manager in all areas of their work.
- The Duty Manager will, when appropriate, deputise for the Area Manager.

Key Outcomes:

- A high-quality day-to-day customer service.
- The effective day-to-day management of a main library.
- Service priorities and other agreed targets are successfully met.
- Front-line staff and volunteers are well managed, motivated, supported, trained and appropriately deployed.
- Health and safety, safeguarding and other regulations are effectively followed.
- Strong relationships with colleagues and partners are built and maintained.

Our key strategic priorities for 2023-24 are:

- To review the Libraries Improvement Programme 2017 and enable evidence-based planning.
- To ensure that books, information and reading for pleasure are central to improved literacy and life chances in Salford.
- To ensure service renewal through libraries that are clean, vibrant and welcoming, offering a broad range of cultural and community activity.
- To further develop services for children, families and schools, supporting education and skills development.
- To be a key partner in the city's digital strategy through access to PCs, devices, WI-FI and digital learning.
- To ensure that equality, diversity and inclusion are promoted and that services meet community needs.
- To support improved health and wellbeing via core services, projects and partnerships.
- To combat loneliness through key outreach services and through empathy and compassion in service delivery.
- To support the anti-poverty agenda, providing safe, warm spaces and promoting economic growth through core services and focused initiatives.
- To raise the profile of the service.
- To identify areas where the library service can reduce its climate change impact.

What we need from you:

- The ability to provide a consistently high level of customer service.
- Experience of working in a customer service environment.
- Employee management skills, including the ability to lead, motivate, develop and support people, consistent with Salford Community Leisure's values.
- A commitment to helping ensure the effective and safe management of libraries and employees in line with service plans, policies and procedures.
- A commitment to the successful delivery of service priorities.
- The ability to act enthusiastically and appropriately, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
- The ability to help the service respond to the varying and changing needs of customers and communities.
- The ability to demonstrate and develop resilience, respond positively to change and work under pressure.
- The ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
- An openness to the views of others – the ability to constructively challenge and be challenged.
- A commitment to consistently demonstrating, encouraging and recognising the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven.