

JOB DESCRIPTION

Area and Development 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 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 new role will be pivotal in helping to deliver our ambitions. The Area and Development Manager will be responsible for the efficient and effective day-to-day operation of the Libraries and Information service and the work of the Library Development Officers.

Purpose:

- The Area and Development Manager will assist in the development of service priorities.
- The Area and Development Manager will ensure that all 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.
- The Area and Development Manager will ensure that library development officers, duty managers, library assistants and volunteers are effectively led and that people are inspired and given clarity, freedom and support to perform at their best.
- The Area and Development Manager will be responsible for the performance of libraries and the successful delivery of service priorities.
- The Area and Development Manager will ensure that the development team manages through staff, partners and volunteers projects and programmes of activities which promote the city's objectives, including health, reading, literacy, learning, digital skills, culture and social engagement.
- The Area and Development Manager will ensure that partnerships are developed and maintained by team members to support the achievement of the city's outcomes.
- The Area and Development Manager will ensure high levels of performance in projects and programmes of activities and provide data which evidences impact .
- The Area and Development Manager will actively support the Deputy Head of Libraries in all areas of their work.
- The Area and Development Manager will be an active member of the Libraries management team and will, when required, deputise for the Deputy Head of Libraries.

Key Outcomes:

- Effective day-to-day management of libraries.
- Service priorities and other agreed targets are successfully met.
- High levels of performance and customer service are consistently achieved.
- Front-line staff, development officers 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.
- Libraries provide a significant and tangible contribution to the achievement of the city's ambitions for its residents.
- High levels of customer and community engagement are achieved, creating opportunities, widening participation and improving prospects.
- Service priorities and other agreed targets are successfully met.
- Library development officers are well managed and achieve desired outcomes.

What we need from you:

- Leadership and management skills, including the ability to motivate, develop and support individuals and teams.
- Experience of working in a customer service environment.
- Commitment to ensuring the effective and safe management of libraries and employees in line with service plans, policies and procedures.
- Commitment to the successful delivery of service priorities.
- Knowledge and understanding of national and regional strategic priorities for the libraries sector and of the area of focus within the service, leading to wider outcomes for the city and its residents.
- The ability to act enthusiastically and appropriately as a senior member of staff, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
- Commitment to ensuring that the service responds to the varying and changing needs of customers and communities.
- Ability to demonstrate and develop resilience and work under pressure.
- Ability to lead and manage change within Salford Libraries.
- Ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
- Openness to the views of others – ability to constructively challenge and be challenged.
- Commitment to consistently demonstrating, encouraging and recognising the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven.