

Job Profile

Job Title: Community Library Manager

Job Grade: Level 3, Zone 2

Salary Range: £36,984 - £42,526

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden's nine libraries provide free to enter, trusted spaces where people feel safe. Our libraries are a space for reader development and lifelong learning, aiding personal development for all ages. Books and online resources in our libraries enable people to explore ideas, information, knowledge and culture. Digital resources, including PCs and free Wi-Fi help tackle digital exclusion. Our Community Libraries are key resources in their local neighbourhood, bringing people together. They build strong local partnerships to tackle community needs, build community cohesion and help people build on their strengths.

About the role

The Community Library Manager is responsible for implementing this vision at library branch level, working with the public in the library. This role is responsible for the operational day-to-day management of a local community library, managing staff and resources, mapping communities local to each library, building partnerships and developing strong relationships with the community to understand local needs and strengths. The post holder must take a flexible approach to service delivery, adapting to change in line with local needs and circumstances. They will ensure the library service is accessible to all including children, young people, older people, people with disabilities and black and ethnic minority groups. The manager will also support the library service objective to move towards a more self-service model.

The Community Library Manager will lead on the development of their local library as a community and digital hub. This entails leading their library team and working with the local community to develop creative, innovative ways to use our spaces and technology in libraries for the community. They will develop and implement a local community, digital library and online content business plan for the library based on local need, in collaboration with local residents and partner and promote these activities and events in the library using a range of communication tools. Looking at what value added technology we can include in libraries according to local need. They will contribute to the Digital Content Strategy, which is led by the Library Development Lead and coordinate activities to reduce digital exclusion, based on local needs – e.g. working with partners and volunteers to run one to one support sessions to help people access online support (such as Universal Credit; disabled parking, housing). They will create partnerships to bring in community services and digital expertise and technology into the library

The Community Library Manager will recruit and manage local volunteers to support the library to develop and deliver sessions, initiatives and projects within libraries. They will delegate to library staff or volunteers to develop and provide digital learning opportunities.

The postholder will develop and deliver an outreach programme to promote the library beyond the current user group. e.g. providing reader development workshops with schools, youth clubs and community groups. They will work with Arts Development and Events to put on cultural activities such as Black History Month and Pride or hire the space.

The postholder will co-ordinate the spaces in the library to make best use of the space and deliver activities that respond to local needs and strengths. They will create opportunities to use library spaces for reader development activities. Eg. Summer Reading Challenge, local author readings and exhibitions; poetry jams, storytelling etc

The Community Library Manager is responsible for the day to day operational management of the library. They will ensure overall management of the library to provide a good quality service – including book stock and maintenance; IT, buildings and partnership development. They are essential to the work on frontline delivery, including consistent presence on the library floor and dealing with user and customer enquiries with Community Library Officers. They will provide duty manager support to other libraries where necessary

The postholder will undertake staff management including co-ordinating annual leave, addressing sickness absences and staff pastoral care. They will manage the duty rota for their library in collaboration with the eight other Community Library Managers to ensure the service overall remains operational. The role will recruit and manage volunteers, apprentices and work experience, delegating their supervision as appropriate. They will maintain a safe working environment for staff, volunteers and the public; including ensuring safeguarding procedures are followed; events and activities are risk assessed; business continuity plans are in place. Safeguarding issues will be Escalated to the Library Development Lead for the library branch.

The postholder is also responsible for building maintenance and facilities management of the library including health and safety and building risk assessments, fire safety, lighting and recycling. They will manage the allocated budget for the library, including financial monitoring and reporting. They will monitor and evaluate service performance indicators e.g. monthly service statistics reporting and analysis.

About you

The postholder will have a good understanding of current public policy issues particularly those relating to libraries, life-long learning, digital exclusion and community cohesion. The postholder will have community awareness and acumen to head up conversations with Camden's communities and develop local partnerships. They will have excellent stakeholder management skills, with experience across a wide range of services, cultures and seniority. They will have really good communication skills, including report writing and giving presentations to different audiences.

They will have good operational and business planning skills to enable the efficient delivery of a frontline community service. They will be able to undertake finance and resource management. They will also have project management skills. They will be able to manage staff and high performing teams with the ability to motivate and enable people through collaborative working.

Work Environment:

The post holder will be based at one of Camden's nine branch libraries but will also be expected to undertake outreach within the community in which the library is located. They will also be required to cover for other managers at other library branches when needed.

People Management Responsibilities:

The Community Library Manager will have direct line management responsibility for Community Library Officers and Camden volunteers within a local library and be responsible for their learning and development and managing their performance.

Relationships:

You will be line managed by the Library Development Lead but will work closely with the other Community Library Managers. You will engage and work closely with local residents, voluntary and community sector organisations, schools, businesses, community groups and other stakeholders to build and maintain lasting partnerships to deliver activities and meet local needs. You will work closely with colleagues across the council including Events, Arts Development, Adult and Community Learning and Early Years colleagues to help animate the library as a community space. You will also work with colleague including with IT, property facilities management, health and

safety, HR to ensure that the library operates effectively. You will keep colleagues and other managers informed and up to date on progress on the delivery of your local library services including service performance information.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

This role is not politically restricted.

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,