

Job Family:	Delivery – Front Line – Process knowledge	Grade: Indicative only. Subject to Job Evaluation	7
Job Title:	Area Customer Services Manager: Wallington and Sutton groups	Directorate:	People Libraries, Heritage and Arts
Date:	August 2016	Version:	1:2

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

Brief Description of job role and department

The post holder reports to the Operations Manager who is responsible for day to day management of the front line library Service and the branch library network

The postholder will be responsible for offering excellent customer service, the development and delivery of a front line library service specifically focussing on a group of libraries to maximise footfall through activities, events and digital access.

The postholder will be responsible for the deployment of staff, managing key performance indicators.

The post holder will be part of the wider libraries management team and as such contribute to the development of the annual business, plan, the setting of performance indicators and service targets.

As part of the Wider Management Team in Libraries, Heritage and Arts take responsibility for the provision of a customer facing library service for a group of libraries, working with communities and volunteers to deliver an efficient service.

To ensure the efficient deployment and management of staff and volunteers, to ensure advertised opening hours are maintained and that buildings are clean, well maintained and welcoming

They will advise the Operations Manager on potential service improvements.

The postholder will work within the parameters set by the business plan but will apply professional judgement to day to day working and the delivery of excellent customer service in conjunction with the operations Manager.

Representative accountabilities

- Deliver service activities and manage small caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Where relevant manage a small team of staff to ensure they are delivering services within agreed standards

Budgetary accountabilities

- None

Specific accountabilities

- Participate as a member of the Wider Management Team in developing and improving the service
- Advise the Operations Manager on staff training needs and organise agreed development actions and programmes
- Ensure staff are performance managed including discipline and sickness
- Responsible for ensuring service targets are met and any improvement actions and outcomes are achieved within agreed timescales and resources
- Keep libraries customer services staff up to date about service developments
- Work collaboratively with staff across LHA to deliver the library strategy
- Liaise with customers and communities to review service requirements as directed by the Operations Manager and the Head of Service
- Support the Operations Manager by ensuring the Library and Heritage Service responds to complaints and feedback courteously and speedily, resolving problems on the ground wherever possible
- Responsible for ensuring performance standards are maintained by staff and volunteers and absence procedures are carried out effectively
- Ensure buildings are well maintained, clean and safe and any faults are followed up and escalated
- Deliver service activities to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Manage teams of staff and volunteers to ensure they are delivering services within agreed standards.
- Ensure targets and key performance indicators are achieved

Person specification (knowledge, skills, experience and behaviours required in the role)

Knowledge and experience

- Experience of performance managing customer facing groups of staff
- Ability to work with volunteers across all roles, managing their performance and ensuring compliance with council policies
- Ability to contribute to service improvements and the delivery of key corporate objectives and the Library Strategy.
- Excellent ICT skills

Core behaviours

1. Customer focus
 - Demonstrates commitment to high quality public services
 - Focuses on solutions
 - Looks to make things work whenever possible and has a 'can-do', tenacious approach
2. Business-like
 - Is adaptable and flexible in providing services in a changing environment
 - Works in an effective and timely way and encourages other to do so
 - Remains calm under pressure
3. Teamwork
 - Takes personal responsibility

<ul style="list-style-type: none">● Changes priorities, work pattern or focus when required to deliver the best service● Updates team regularly and actively shares skills and knowledge <p>4. Communications & resource management</p> <ul style="list-style-type: none">● Listens well and looks to resolve potential customer problems or needs● Represents the Council in a positive light● Manages time well and understands that it is an important resource for the Council
Ensure all health and safety standards are adhered to for the relevant work area
Apply diversity and equal opportunities policies in the workplace