**Manchester City Council**

**Role Profile**

**Area Manager – Libraries (Service Development Specialist), Grade 8**

**The Neighbourhoods Service, Growth and Neighbourhoods Directorate**

**Reports to: City Wide Services Manager (Place)**

**Job Family: Customer Services**

**Key Role Descriptors**

This role will be a subject matter specialist providing expert advice and support to a range of stakeholders within a specialist area to enable the delivery of service and organisational objectives.

The role holder will work in partnership with stakeholders across the organisation and beyond to support decision making and operational service delivery.

The role holder will research and be the source of intelligence within the specialist area, leading in the development, design, implementation and review of policies, procedures or strategies to ensure continuous improvement.

**Key Role Accountabilities:**

Work collaboratively to provide comprehensive and timely information and advice to stakeholders which meets customer needs.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Deliver and, where appropriate lead, the implementation of assigned strategy and policy projects, in accordance with agreed time, quality, budget and other project performance criteria.

Oversee the collation of comprehensive management information and reports, ensuring these are produced accurately and consistently.

Develop and manage relationships with other city council services and relevant partner agencies in order to challenge the way services are delivered and establish options for improving performance to ensure high quality of service delivery and cost effectiveness.

Effectively communicate highly complex and potentially challenging messages both verbally and in writing, ensuring balanced and proportionate responses which protect the authority’s interests.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principles of ‘joined up’ response.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

**The Neighbourhoods Service**

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

**Access to jobs for Manchester people**

Maximise opportunities created by the **GM Devolution** agreement and city’s capital programmes

**Reduce worklessness** by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models

**Places where people want to live**

Create places that are **clean, green, safe** and **inclusive** with quality housing of different tenures

Good social, economic, cultural and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

**Increase recycling rates** and reduce carbon emissions

**Creating jobs & growth**

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses through new and enhanced **infrastructure**

**Libraries, Galleries and Culture**

TheLibraries, Galleries and Culture Service bring together high quality universal services which underpin learning, engagement and support the priorities of the City Council – Growth, Place and Reform. Services are delivered via Library, Information and Archives Services; Galleries and the universal culture offer delivered at a neighbourhood level; together with access to and activation of services through partnership working and engagement.

The service delivers leisure, cultural, learning and information (on-line and printed) through a network of statutory neighbourhood libraries, community partnership and outreach libraries, a world class Central Library, the virtual library, HMP Manchester Prison library and the Books to Go service. It also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities).

The role holder will manage a number of libraries across one of the three neighbourhood areas in Manchester. This will require experience of operational management of a library/libraries, strong customer service skills as well as experience of managing a team of people to deliver community focussed and high quality library services. Partnership working within the council and with local community groups is also a key part of this role. This is a dynamic role and you will need to be open to change and able to think creatively.

**Service Development Specialist – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

**Communication skills**

Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.

**Planning and Organising**

Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

**Problem solving and Decision making**

Strong decision making skills with the ability to resolve complex issuesin a pressurised environment.

**Strategic thinking**

Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders

**Policy skills**

The ability to translate visionary ideas into practical solutions.

**Financial management**

Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money

**People management**

Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business needs.

**Technical requirements (Role Specific)**

* Experience of operational management of library services.
* Experience and understanding of delivering excellent customer service.
* Experience of managing a team of people.
* An understanding of the national, regional and local context within which library services operate.
* Willingness to work flexibly, including some evenings and weekends, to meet the needs of the service.