**Manchester City Council**

**Role Profile**

**Neighbourhood Engagement and Delivery Officer (Libraries), Grade 5**

**Libraries, Galleries & Culture, The Neighbourhoods Service,**

**Neighbourhoods Directorate**

**Reports to: Library Area Manager (Service Development Specialists)**

**Job Family: Front Line Delivery**

**Key Role Descriptors:**

This is a library manager role.

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services and engaging the community in activities.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Plan and programme the work of the team and communicate effectively with team members to ensure that work priorities and service objectives are clearly understood.

**Key Role Accountabilities:**

Support the development of a strong culture of collaboration within the team and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective services and the delivery of joint outcomes.

Where required provide operational management and support the training, development and performance management of team members to ensure all are equipped to carry out their work to the highest standards to fulfil service priorities.

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Apply a range of knowledge, technical expertise and skills to safeguard residents, visitors and businesses and achieve a neighbourhood of choice.

Undertake duties in a safe and responsible manner, in accordance with established Health and Safety requirements, legislation and City Council policies, practices and procedures.

Where required use and maintain a range of mechanical equipment to ensure the environment is effectively and efficiently cleaned and maintained.

Develop community awareness through reporting incidents, and unusual circumstances or situations that may negatively impact on the well being of residents, visitors and businesses.

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:** This role sits within the Libraries Place Team

**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 brings 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 (online 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 of Neighbourhood Engagement & Delivery Officer in Libraries is vital to delivering consistent, high quality customer-focussed service for residents and visitors. The role requires:-

* experience of working in the public library environment
* ability to manage and lead teams in the library
* providing information and deal effectively with customer enquiries, including helping with IT enquiries – face to face, over the phone, written and digital
* help with the security of buildings and basic health & safety tasks, handle and bank cash
* support a wide range of promotional events and activities for all ages – in libraries and in other places
* knowledge, confidence and experience of ICT and digital delivery, and the ability to assist customers with ICT problems in a pressurised environment

**Neighbourhood Engagement and Delivery Officer (Libraries) – 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 Behaviours: Manager**

* **Teamwork** – Working together helps deliver the best outcomes.
* **Customer Service** – Putting customers at the heart of what we do.
* **Delivery** – Delivery of high quality services is at the heart of what we do.
* **Change** – Improving services and making the most of resources.
* **Pride in Manchester** – Demonstrating pride in our city.
* **Leadership & Management** –The behaviours and actions of our managers define how we work and what we achieve

**Generic Skills**

**Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Analytical skills**

Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

**Planning and Organising**

Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

**Problem solving and decision making**

Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken

**Creative skills**

Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**Administrative skills**

Ability to develop and maintain effective systems in a rapidly changing environment.

**People management**

Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical requirements (Role Specific)**

* Experience and understanding of delivering excellent customer service in public libraries
* Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service
* Experience of ICT and digital delivery, and of assisting customers to use ICT, sometimes in pressured situations
* Willingness to apply for a DBS check