

Job Description

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Service Manager – Libraries and Heritage
Salary:	£63,144 - £66,265 per annum
Grade:	18
Hours:	37 hours per week
Team:	Library & Heritage Service
Service Area:	Cultural Services
Primary Location:	County Library, Oxford.
Budget responsibility:	£7.65m
Responsible to:	Director of Customer and Culture (Cherwell District Council and Oxfordshire County Council).
Responsible for:	Library Operations Manager, Stock and Reader Services Library Operations Manager, Business Library Operations Manager, Branch Network Museum Service Manager History Centre Manager (Archives) History Centre Manager (Local Studies) Editor, Victoria County History

Job Purpose

This is a brief overview of the key objectives of the job including the context within the team/department.

- Lead, develop and manage the provision of excellent, customer focused libraries and heritage services that support the acquisition of knowledge, learning and literacy and understanding of our heritage to contribute to the Council's place shaping role
- Lead, develop and manage the Libraries and Heritage strategy ensuring that these services are responsive to customer expectation, political priorities and resource imperatives
- Lead and develop effective partnerships for the purposes of providing excellent services that meet council's objectives and priorities and that widen participation in library and heritage services
- To ensure effective and robust arrangements are in place across the 49 points of delivery for the service across the County

Job Responsibilities

This is a list of the main duties or tasks that the post holder will be expected to undertake.

- To ensure that Oxfordshire Libraries, Museum and History services are led, developed and managed effectively and responsively, taking account of the views and aspirations of all stakeholders
- Lead by example, demonstrating a focus on colleague engagement, actively seeking to ensure all staff feel valued, engaged and involved
- Evolve the focus on performance, ensuring all key performance indicators are achieved, providing mitigating plans if not
- To lead and manage the assurance of the service in areas of risk, audit, continuity planning and health & safety
- Lead and coordinate business and financial planning processes for these services, ensuring service plans and resources are properly matched and that performance against plans and standards is monitored and evaluated
- Provide a strategic lead on policy and service development issues for these services, including new initiatives, partnership working, community involvement and all professional issues
- Monitor strategic, policy and service developments, both inside and outside Oxfordshire, identifying ways in which these services should improve and develop and advise Council officers and elected members accordingly
- Provide a strategic lead on financial and budgetary issues for the library service, advising council officers and elected members on medium term resource planning
- Motivate, lead and develop the service's respective Management Teams both individually and collectively
- Act as cost centre manager for expenditure related to these responsibilities in accordance with corporate governance
- Lead and manage the services' contribution to county-wide locality working, community building and community involvement, liaising with other County Council services and with other agencies and partners as appropriate
- To broker, develop and maintain relationships with internal, external and national partners in order to achieve business objectives, meet County Council priorities and the needs of public library stakeholders in effective and efficient ways
- Liaise with Cabinet Members, with members of both County and District/Town Councils, as necessary to advocate and develop the services
- Manage and develop all service staff ensuring that they reach their full potential; including recruiting and performance management
- Provide a strategic lead for learning and development activities for staff in order to meet business objectives and priorities
- Lead major projects on behalf of the service or the directorate, as required, adhering to corporate and Directorate governance guidelines

- Drive organisational development and culture change within the Council by modelling the Council's values and the behaviours expected of all in the Council and encouraging and supporting others to do so.
- Develop effective working relationships with elected members providing information, advice and intelligence as required to support them in their role as community leaders
- Represent the service, and the Directorate, as appropriate, at Cabinet, Scrutiny and other member bodies and meetings and in other local, regional and national forums as appropriate

Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

Essential Criteria	Assessed By:
Degree or equivalent professional qualification plus substantial leadership experience	A,D
Excellent understanding of national public library strategies and the potential of these to improve Oxfordshire Libraries and cultural services	A,I,P,T
Experience of working at a strategic level and in partnership with internal and external partners including establishing and maintaining strong working relationships with community and local stakeholder groups	A,I,P,T
Knowledge and visionary ideas about the ways in which library services can effectively be developed	A,I,P,T
Experience of strategic service planning, business and financial planning in a public library context, managing and effecting change in support of business objectives, managing staff and financial management	A,I,P,T
An understanding of broad organisational goals and the ability to take a strategic view when developing service and project plans	A,I,P,T
Strong written, oral and digital communication and interpersonal skills with high level negotiation and influencing skills	A,I,P,T
Experience of strategic service planning	A,I,P,T
An understanding of heritage sites and their community importance	A,I,P,T

Desirable Criteria	Assessed By:
Clean driving license	D
Good knowledge of library services in other settings eg school libraries	A,I,P,T
Good knowledge of other relevant public sector services	A,I,P,T
Experience of project management	A,I,P,T

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role include:

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input checked="" type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input type="checkbox"/>	Professional Registration
<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).



<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/>	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/>	Face-to-face contact with members of the public
<input type="checkbox"/>	Other (please specify):		

Agile Working

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs. Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

