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| Service and job specific context statement |
| **Directorate:** | Central Services |
| **Service:** | Library and information service |
| **Post title:** | Mobile Library Supervisor |
| **Grade:** | H  |
| **Responsible to:** | Outreach Librarian |
| **Staff managed:** | Manage a team of volunteers |
| **Date of issue:** |  |
| **Job family:** | **C&A - Customer & Administration**  |

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| Job context |
| The core focus of this job is the delivery frontline library services from the Supermobile, including activities and events to meet local and council priorities. The postholder is responsible for driving the vehicle and delivering front-line services from agreed locations across North Yorkshire. The duties of this post mean the postholder will be lone working for most working hours so is expected to be able to prioritise their own work within an agreed framework and use own judgement and discretion on the most appropriate action where necessary. Off-road time will be spent planning and developing activities and stock management, some cover for branch posts may also be required on an ad hoc basis. |
| Job specifics |
| * To ensure quality and consistency of service delivery in the day to day operations of core library services to meet agreed priorities
* To be responsible for ensuring the vehicle and other equipment used comply with relevant legislation, reporting faults and defects
* To develop and co-ordinate a local programme of activities focussed on the expressed and anticipated needs of the customer or potential customer.
* Support the Outreach team through providing local intelligence to enable the development of targeted initiatives, including income generation.
* Responsible for ensuring vehicles and other equipment used comply with relevant legislation and reporting faults and defects.
* To undertake stock management work as agreed
* To produce event evaluation reports, impact statements as required and contribute to the development of case studies
* To support and develop skills and expertise of staff and volunteers working in the library
* Assist with recruitment of volunteers including for specific projects e.g. Home Library Service, Summer Reading Challenge
* To ensure the local delivery and monitoring of the Home Library and Information Service is developed in accordance with set policies and procedures
* This role involves spoken communications so a confident use of English language is required.
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| Structure |
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| Volunteers | Community Group, partnersOutreach LibrarianLibrary SupervisorsLibrary Supervisor - SupermobileLibrary AssistantsVolunteers |

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| Job Description |
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| Job purpose | The core focus of this job is the delivery frontline library services from the Supermobile, including activities and events to meet local and council priorities. The postholder is responsible for driving the vehicle and delivering front-line services from agreed locations across North Yorkshire. |
| Operational management | * To be responsible for the day-to-day service delivery of library services.
* To problem solve and provide information and effective solutions to a range of enquiries in line with training received, initiating action and referring to senior staff/customer service staff as appropriate, within the agreed framework and timescales.
* Personally and through example support team members to deliver the targets set down in the service and team plans.
* To carry out a range of administrative tasks accurately and on time
* To contribute to the service development through active participation at meetings and through partnerships
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| Communications | * To communicate relevant changes in NYCC procedure and policies to staff/volunteers to ensure consistency of service delivery.
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| Partnership / corporate working | * To liaise with partners, agencies, volunteers to arrange events and activities including those for targeted groups including bibliotherapy, dementia, domestic abuse
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| Resource management | * Responsibility for stock within designated locations, including physical condition and that records are accurate and current
* To ensure the building is maintained in a clean, tidy and secure condition, including advice on legal compliance e.g. Risk Assessments, Health and Safety (Core/Hybrid only)
* To lead and manage staff and volunteers in the day to day operations to ensure delivery of core library services
* To ensure the team are clear about what is expected of them, and are kept informed about their performance, through appropriate supervision arrangements and appraisal
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| Systems and information  | * Use appropriate IT systems/tools being responsible for ensuring use is understood, accuracy and confidentiality of data input which includes personal details, financial transactions and catalogue records.
* Responsible for ensuring all reports are acted upon referring complex decisions to the appropriate manager.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Direct delivery of services to the public
* Principles of customer focused service
* Awareness of the role of the community and other stakeholders in service delivery.
* ICT skills with a knowledge of a number of software packages
 | * Direct delivery of library services to the public
* Understanding of the current issues affecting the Public Library Service
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| Experience* Delivery of a front line service
* Delivery of activities and events on a range of topics
* Inquisitiveness to find the answer
 | * Proven and effective experience of direct delivery of library services
* Practical experience of working with volunteers and other agencies
* Practical experience of people management and development
* Cash handling
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| Occupational Skills* Large vehicle driving
* Use of relevant ICT applications
* An entrepreneurial approach to service delivery
* Literacy, numeracy, ICT equivalent to Level 2
* Effective communicator with excellent interpersonal skills and an understanding of how to share information
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
* Ability to work alone
* Ability to work effectively with other agencies/providers/volunteers
* Ability to inspire through service promotion
 | * Further relevant qualification, e.g. City and Guilds/NVQ or equivalent
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| Other Requirements* A passion for books, reading and working with people
* HGV (Class C) licence
* Flexible approach to working including weekends, evening and location as required
* Ability to attend meetings outside of normal business hours
 | * Access to vehicle for work purposes
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.