

# Job Profile

## Stock & Digital Resources Manager

Grade: 9

Date created: 17<sup>th</sup> December 2015

**About the Job:** As part of the library service's Operations and Development team lead and manage the library service's stock policy and the related procurement, delivery and promotion of all library stock including digital content and resources in order to ensure that the council's vision and outcomes for the library service are achieved.

### This is what we need you to do...

- Manage your team taking responsibility for ensuring they meet the Council's stated Management Standards of behaviour and performance and maintain a high performance culture.
- Maintain an understanding of customer and community needs giving attention to the needs of the most vulnerable and to public sector equality requirements; ensuring these specific needs are considered in the development and delivery of library stock;
- Develop new ways of delivering stock services which embrace new technologies or new processes. Work in partnerships with council colleagues, communities, partners, south west library colleagues and volunteers to ensure effective delivery;
- Contribute to the development of the 'Virtual Library' with regard to stock and electronic resources and the development of the Library App as directed by the Digital Library Manager;
- Represent the service in regional partnerships and consortia in order to achieve value for money and to lead the realisation of business efficiencies and financial savings; provide the service's client manager relationship with suppliers;
- Maintain your knowledge and skills for your lead area of work, gathering learning and best practices from south west colleagues and other organisations; utilise and spread the learning and development across the service;
- Consult and engage with customers in order to identify service user needs and to assess satisfaction with stock services. Use this information to contribute to the service's business planning process.
- Manage the library catalogue and Library App ensuring the data quality and integrity of bibliographic records;
- Take responsibility for allocated areas of budget ensuring effective budget management and identifying where savings can be made;
- Manage and monitor countywide stock collections and provide training and support to Librarians and other library staff to ensure best use is made of stock holdings to increase use;
- Develop and manage income generation activities for stock;
- Provide staff, volunteers and customers with regular updates and communications about stock utilising website and social media;
- Provide customer service in libraries, via electronic routes and to LSE clients on an occasional basis as required in order to maintain continuity of library services.

### Special Conditions

Weekend and evening work may be required  
Ability to travel across the county as required

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of working in a library environment
- Experience of digital and electronic library systems and services
- Experience of managing library stock policy and acquisitions
- Experience of working within local government
- Experience of building and maintaining productive relationships with council colleagues, communities, partners and volunteers, stakeholders, suppliers and others
- Experience of budget management and controlling spend within limited resources
- Experience of providing communications about stock and related services to staff, volunteers and customers

### Knowledge, Skills and Understanding

- Knowledge of stock management and procurement
- Good interpersonal skills.
- Project management skills and ability to outline clear business cases for development of stock related projects
- Good communication and team work skills
- Ability to analyse a range of data and use it as a tool for identifying areas for improvement
- Ability to investigate and produce innovative ideas for service delivery in an affordable manner
- Web content design and authoring and social media skills
- IT and digital skills

### Behavioural attributes

- Demonstrates Gloucestershire Employee Behaviours.
- Ability to build effective and credible relationships with colleagues, partners, community groups, volunteers, suppliers and other stakeholders
- Customer focussed
- Committed to continuous improvement
- Flexible attitude to work
- Able to organise and control resources and time

### Education & Qualifications

#### Essential

- Educated to degree level or equivalent experience

#### Desirable

- Qualified Librarian / Member of CILIP