

**Job Description**

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| **Department** | **Chief Executive** |
| **Job Title** | Network Supervisor |
| **Grade** | E |
| **Primary Purpose of Job** | To be responsible for the operational management and development of their cluster within the Library and Museum Network, ensuring safe and inclusive access and the highest level of customer service. |
| **Reporting To** | Service Development Officer (Network) |
| **Direct Staffing Reports** | Network assistants |

**Main Duties**

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| **1** | To supervise staff and volunteers to ensure the delivery of efficient operations within their cluster, to the highest customer service standards. | |
| **2** | With support from the Service Development Officers, engage with residents, community groups and partner organisations to establish their needs and requirements of Library and Museum Services. | |
| **3** | To work with the Stock Development Team to assist with organising and developing stock management processes. | |
| **4** | To ensure the smooth and efficient running of all general administrative and clerical routines including performance information. | |
| **5** | To be responsible for and ensure the security and maintenance of buildings and equipment. | |
| **6** | To support the Service Development Officers to actively seek opportunities to increase efficiency, generate funding and develop partnerships to improve Library and Museum Services. | |
| **7** | To access and maintain any computerised or manual information systems that may be required in order to provide information, access to services, advice and support for users. | |
| **8** | To be involved in reader development or promotional activities as appropriate. | |
| **9** | To work with other teams within the service to develop the offer, activities and events, meeting service priorities. | |
| **10**  **11**  **12** | To assist in the recruitment, management and training of staff and volunteers within Library and Museum Services.  To take an active role in supporting users in the use of ICT applications and initiatives as appropriate.  To represent Libraries and Museums at internal and external partnerships as appropriate. | |
| **Date Job Description prepared/updated: July 2023** | |  |
| **Job Description prepared by: Head of Service** | |  |

**Person Specification**

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| **Department** | | | **Chief EXECTIVE** | | | |
| **Job Title** | | | **NETWORK SUPERVISOR** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](#) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Customer focussed and responsive in the delivery of service, able to see the service from the customer perspective | | | | | Application Form/Interview/ Assessment |
| 2. | Able to apply a methodical and accurate approach to tasks to ensure the delivery of reliable services | | | | | Interview |
| 3. | Able to extract, input and update data from a variety of manual and ICT systems | | | | | Interview |
| 4. | An ability to communicate well both orally and in writing | | | | | Assessment |
| 5. | An ability to supervise staff, motivating others and setting priorities to ensure key outcomes are met. | | | | | Application Form/Interview/ Assessment |
| 6. | Good ICT skills and knowledge of Microsoft packages, email and internet | | | | | Interview |
| 7. | Numerate with cash handling skills | | | | | Interview |
| 8. | Able to interact effectively with team members, colleagues, staff and volunteers, dealing fairly and assertively with difficult situations and behaviour | | | | | Application Form/Interview |
| 9. | Commitment and ability to work in partnership with other agencies. | | | | | Application Form/Interview |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | 4 GCSE grades A,B or C passes, or equivalent, or the ability to demonstrate a similar level of competence. | | | Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings, weekends and bank holidays, to meet the needs of the service. | | | Interview | |
| 4. | | This role requires the job holder to be physically fit and able to carry out aspects of the job such as lifting/carrying/standing for lengthy periods. | | | Interview | |
| 5. | | Required to work flexibly and work alternative hours on occasion in order to respond to service requirements | | | Interview | |
| 6. | | Ability to travel within the borough as required | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| **2. Experience/Qualifications/Training etc** | | | | | | |

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| **Date Person Specification prepared/updated 2022** |  |
| **Person Specification prepared by Head of Service** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





