



JOB DESCRIPTION

Libraries Development Officer

Salford Community Leisure is run by and for the people

We exist 'to enhance the lives of people through sport, leisure and cultural opportunities'. We are committed to enhancing the physical and cultural wellbeing of the community through the sport, leisure and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year. Passionate about delivering value for money, we reinvest every pound we receive because we believe that leisure and culture should be at the heart of every community.

We pride ourselves on recruiting the right people with the right values into the right roles. We are looking for professional, respectful, knowledgeable, passionate and solution-driven people to join our team as we strive to deliver excellence to our customers.

Across the City we manage 16 libraries, offering a range of reading opportunities, digital support and free access to over 200 computers, a books@home service, a library service for schools and a varied programme of activities for adults, children and families. Our service is currently going through a period of change as we restructure our workforce to ensure we can deliver the ambitions set out in our Libraries Improvement Programme.

About the role

This new role will be pivotal in helping to deliver our ambitions. The Development Officer will be responsible for the effective management and delivery of high-quality projects and programmes of activities and for the effective provision of library resources. **They will specialise in services to children and families or to adults but will be expected to work across the whole customer base and community profile.**

Purpose:

- The Development Officer will assist in the development and implementation of service priorities.
- The Development Officer will manage through staff, partners and volunteers, projects and programmes of activities to promote reading, literacy, learning, digital skills, arts and social engagement.
- The Development Officer will initiate, develop and maintain partnerships, particularly with key organisations and key workers, customer and community representatives and local groups, to encourage long-term library use.
- The Development Officer will be responsible for ensuring that all customers receive a high standard of service.
- The Development Officer will take responsibility for the selection and maintenance of library resources
- The Development Officer will take responsibility for both monitoring and ensuring high levels of performance in projects and programmes of activities.
- The Development Officer will, when required, deputise for their line manager and support them in all areas of their work.

Key Outcomes:

- High levels of customer and community engagement are achieved, creating opportunities, widening participation and improving prospects.
- Service priorities and other agreed targets are successfully met.
- High levels of performance and customer service are consistently achieved.
- Front-line staff and volunteers are well managed, motivated, supported, trained and appropriately deployed.
- Library resources are effectively managed, reflecting changing customer needs and offering a wide range of reading opportunities.
- Strong relationships with colleagues and partners are built and maintained.

What we need from you (Person Specification):

- **Ability to engage successfully with a wide range of people, particularly in relation to the area of specialism**
- Experience of working effectively with appropriate client groups and partners, managing and delivering projects and programmes of activities.
- Ability to develop and manage successful projects and programmes of events and activities
- Employee and volunteer management skills, including the ability to lead, motivate, develop and support individuals and teams, consistent with Salford Community Leisure's Leadership Way.
- Commitment to the successful delivery of service priorities.
- The ability to act enthusiastically and appropriately as a senior member of staff, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
- Commitment to ensuring that the service responds to the varying and changing needs of customers and communities.
- Ability to demonstrate and develop resilience and work under pressure.
- Ability to lead and manage change within Salford Libraries
- Ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
- Openness to the views of others – ability to constructively challenge and be challenged.
- Commitment to consistently demonstrating, encouraging and recognising the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven.