

Library Coordinator

Role Profile

Service: Customer Service, Libraries and Culture – Strategy and Resources Directorate
Band: Band 5
Reporting to: Library Area Manager
Responsible for: Library and Digital Advisors



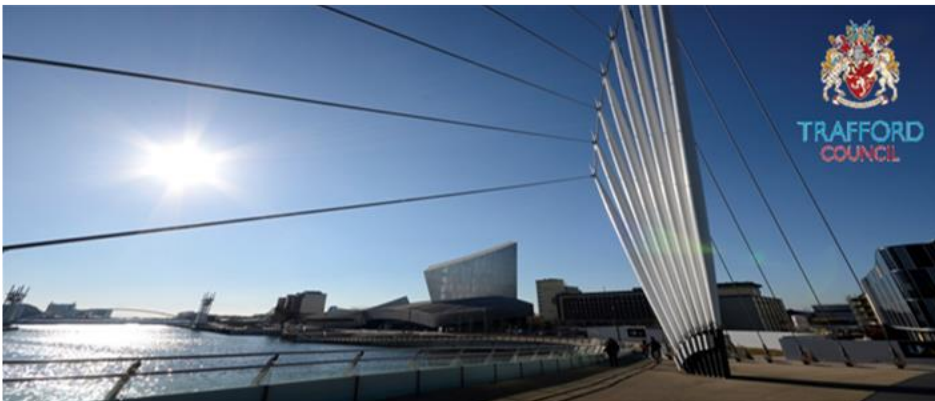
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Libraries are part of the Customer Service, Libraries and Culture Service which is in the Strategy and Resources Directorate. The libraries in Trafford provide a wide variety of services and opportunities to both residents and visitors that contribute to Trafford Council's Corporate Priorities and deliver against Libraries Connected Universal Offers – Reading, Information and Digital, Culture and Creativity and Health and Wellbeing.

Your Main Priorities

- Ensure the library service, including lending, digital and activities are delivered in line with agreed policies and strategies.
- Ensure that all libraries are appropriately resourced with both staff and volunteers.
- Work closely with Area Managers on the implementation of efficient processes to ensure continual excellence in service delivery.
- Assist the Area Managers in building and staff management.
- Oversee stock processes and support the Library Stock and Engagement Manager in the delivery of reading and cultural activities.

Key duties

- Manage and support a team of Library and Digital Advisors and library volunteers delivering day to day services.
- Promote all areas of the library service and take an active role in enthusing the team to in turn promote these opportunities to residents of Trafford.
- Carry out team meetings with open dialogue in line with organisational EPIC values to discuss performance and ways of improving service delivery for our residents and internal service users.

- Actively support the continuous improvement of the library service by ensuring team members reach their maximum potential, through EPIC Check-ins, coaching and developing individuals.
- Identify any training and development needs within the team and coordinate this to be delivered.
- Be the first line of support for the team for any escalated issues
- Lead, through personal example, open commitment and clear action ensuring a positive approach to valuing diversity, resulting in equality and opportunity, access and treatment in service delivery, employment and external communications.
- Undertake available development opportunities, show commitment to continuous development and performance to add value to the team.

About You

Qualifications and Professional Development

- 4 GCSE's grades 9-4 (grades A-C) or equivalent level qualification including Maths and English
- Commitment to continuous personal and professional development

Experience and Knowledge

- Previous experience of working in a customer service environment
- Proven success in developing effective working relationships with colleagues, internal service users and partner organisations
- Experience using a range of software applications

Skills and abilities

- Ability to manage and support a team of staff and volunteers
- Excellent customer care skills, with the ability to manage complaints and resolve complex, difficult or sensitive issues
- Good written and verbal communication skills, with the ability to communicate clearly, respectfully and handle conflict effectively
- Digital skills, including the ability to support and guide others in using digital services and technology
- Able to organise and prioritise your workload, meet deadlines and respond to changing demands in a busy environment
- Ability to work independently, use your own initiative and work well as part of a team

- Ability to remain professional and objective when supporting vulnerable residents or dealing with sensitive situations
- Solution-focused, with the ability to solve problems and help deliver library services to a high standard

Special Conditions

- Unsocial/weekend hours will be required to meet the needs of the service
- Willing and able to travel to and work at different sites throughout Trafford at short notice

Date prepared/revised	FEB 2021 JUN 2023 (transferred to new template) Updated 07/10/2026
Prepared/revised by	S Davis / F Carr / R Pollard
Job Evaluation	Existing evaluation – FEB 2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution