

		JOB DESCRIPTION
JOB TITLE: Service Developer: Children, Young People & Schools		POST NUMBER:
REPORTS TO: Head of Strategy and Engagement		Grade: 8
1.	MAIN PURPOSE OF JOB	
	<ul style="list-style-type: none"> • Develop programmes that ignite the joy of reading and make a difference in the lives of children and young people, aligned to Explore strategic objectives • Work collaboratively with existing partnerships to achieve agreed outcomes and build relationships with new partners to develop and engage new and diverse audiences including specific target groups 	
2.	KEY TASKS:	
	1	To contribute to improved levels of literacy through a targeted approach with partners
	2	To develop the joy of reading through programmes and activities for early years, children and young people ensuring they are evaluated to demonstrate impact and for advocacy.
	3	To develop strong partnerships with schools to support literacy levels through the joy of reading, for example the Summer Reading Challenge and to connect with local libraries.
	4	To develop and support the delivery of an offer for groups such as looked after children, young carers, home-schooled.
	5	To work with parents, carers and families to support their children to experience the joy of reading
	6	To participate in city wide collaborative partnerships, contributing to and developing Explore's early years offer to ensure positive outcomes for children and families
	7	To identify appropriate funding streams including grants and develop successful funding bids to support programmes and projects
	8	To manage and co-ordinate stock provision for children and young people and to develop the Toy Library

	9	To work with libraries Operational Management Team to support frontline delivery staff to the required standard, through learning and development sessions, information sharing and regular 1:1 meetings with Explore Centre Team Leaders.
	10	To keep up to date with innovations and ideas and collaborate with colleagues regionally and nationally, appropriate to the role and make recommendations to influence the strategic direction.
	11	To write and present reports and recommendations and give presentations as required.
	12	To have an up to date knowledge of and implement as appropriate Arts Council initiatives, funding and strategies, Libraries Connected initiatives including the National Offers and Children's Promise and The Reading Agency and Book Trust initiatives.
	13	Lead and work with colleagues and external partners to develop and support the delivery of events and activities programmes, aligned to Explore strategic priorities.
	14	To work collaboratively and communicate and consult with colleagues across Explore and beyond, to ensure effective working relationships are maintained
	15	To participate in the Performance Development Review process, personal learning including reflective practice and development and team working to ensure agreed strategic priorities and targets are delivered.
	16	To work collaboratively with the service development team to ensure a cross-specialism approach to ideas sharing, upscaling funding and joint project opportunities
3.	SUPERVISION / MANAGEMENT OF PEOPLE Indirect supervision of volunteers, apprentices and work placements and staff	

4.

CREATIVITY & INNOVATION

The postholder will be required to develop and implement relevant national offers as led by Libraries Connected. This will involve identifying stakeholders across York and positioning Explore as key partner in the City.

The post holder is expected to take personal responsibility for contributing to the:-

- improvement of existing services and quality standards
- development of new services and quality standards
- improvement of existing policies, procedures and practices
- contribute to the development of new policies, procedures and practices

The post holder is expected to use initiative within existing guidelines to resolve any issues/solve problems that arise on a day-to-day basis.

The post holder is expected to work collaboratively with a team of staff in ensuring identified key performance targets are met

As the library service representative, the post holder has to seek agreement between a number of stakeholders, who may have conflicting agendas in order to ensure that the needs of the people of York are met

5.	<p>CONTACTS & RELATIONSHIPS</p> <p>Internal Regular contact with all Explore staff, including front-line staff, the Operational Management Team, and Service Developers, improving services and embedding change.</p> <p>Regular contact with the Strategic Management Team to agree short and long term strategic priorities for the organisation and support advocacy.</p> <p>The post-holder will need to be able to communicate at all levels from board members to volunteers and members of the public.</p> <p>External The post-holder will develop and manage relationships with relevant key stakeholders and potential partners to expand the range of services delivered in the community.</p> <p>They will cultivate relationships with regional peers to establish a mutually beneficial sharing of ideas and experiences. They will attend ASCEL as the York lead contact.</p> <p>In delivering projects, the post-holder will work with stakeholders from across the organisation, partners, and external funders.</p> <p>The post holder is expected to work in a professional manner, resolving difficult situations and enabling staff to do the same</p>
6.	<p>DECISIONS</p> <p>The post-holder will contribute to strategic decisions by advising Senior Management Team on issues relating to services for Children & Young People.</p> <p>On a day-to-day basis the post holder is responsible for making decisions about prioritising workload and partnerships to develop.</p> <p>The post holder will be responsible for selecting and purchasing stock for children and young people</p> <p>Representing the service locally and nationally will involve having decision making powers about the strategic direction of the service.</p> <p>The post holder is expected to develop agreed quality standards, policies, procedures and practices and at the same time to treat customers and colleagues as individuals and use discretion in being responsive to needs.</p>

7.	<p>RESOURCES – financial & equipment</p> <p>The post holder will be responsible for managing budgets including stock, activity and grant funding and as directed by the Finance Manager</p>
8.	<p>WORK ENVIRONMENT – work demands, physical demands, working conditions & work context</p> <p>Work demands</p> <p>Work at this level can generally be planned in according to agreed priorities but the post holder may, due to the unpredictability of customer needs, occasionally need to reschedule planned work in order to remain customer focused.</p> <p>The post holder may be asked to respond to a request from a colleague or his/her line manager to complete a task by a target date. If the post holder thinks this target date is unachievable or conflicts with other priorities, he/she is expected to discuss this with the colleague concerned or his/her line manager in order to reach agreement.</p> <p>Physical demands</p> <ul style="list-style-type: none"> • Accuracy and concentration are important for short, concentrated periods of time. • Some manual handling such as preparing for events <p>Work conditions</p> <p>The post holder will work mostly in office environments or from home, with some work front of house in libraries (e.g supporting events) and some meetings in community settings.</p> <p>Work context</p> <p>The work involves minimal risk to personal safety or injury, illness or health problems arising from the environment or the public.</p> <p>The postholder will be expected to work in any of the city’s libraries/Reading Cafes and will be required evenings and weekends as appropriate.</p> <p>Some customers may occasionally be challenging in their behaviour. The post holder is expected to apply good customer service principles and use initiative to resolve any issues that arise on a day-to-day basis but may ask an appropriate colleague for support or advice if necessary. The post holder is expected to discuss with his/her line manager issues which have a wider implication for the service and which do not require an immediate response.</p>

9.

KNOWLEDGE & SKILLS

Essential Criteria

- Educated to Level 4 or able to demonstrate equivalent experience.
- Experience in libraries (2 years or more) or early years/children's services settings
- Excellent knowledge and understanding of reader development both nationally and internationally, specifically for children and young people
- An understanding of what it means to deliver and contribute to the development and promotion of quality customer focused services and events
- Excellent IT skills in a range of software and a willingness to keep up to date with digital technology
- Proven ability to build strong and positive working relationships both internally and externally
- Confident in communicating with a diverse range of people, including children and young people
- Confidence in self and ability to present oneself positively to others.
- Ability to lead, motivate, develop and support staff and volunteers individually and within teams
- Experienced in prioritising and balancing work priorities where projects and 'business as usual' regularly conflict
- Excellent decision making and problem solving skills, able to plan in advance
- Ability to apply solution focused thinking by:-
 - using appropriate goal setting techniques
 - possibility thinking
 - prioritising
 - planning time
 - involving others
 - taking personal responsibility

Desirable Criteria

- Qualified Children's Librarian
- A knowledge of child development
- A well-rounded understanding of the purpose of modern library and archives services in general and the services available through Explore York Library and Archives Mutual Ltd specifically.
- A good working knowledge of social media and how it can be applied to promote library services.
- An active interest in information, learning and reading
- Knowledge and understanding of budget management principles
- Experience in developing successful funding bids
- Commitment to, and enthusiasm for challenge and change
- Commitment to personal development, including a proven record of reflective practice

10.	<p>Position of Job in Organisation Structure</p> <pre>graph TD; A[Job reports to: Head of Strategy and Engagement] --- B[This post: Service Developer: Children, Young People & Schools]; A --- C[Other jobs at this level: Service Developers, Archivists,]; B --- D[Jobs reporting up to this one:]; C --- D;</pre> <p>Job reports to: Head of Strategy and Engagement</p> <p>This post: Service Developer: Children, Young People & Schools</p> <p>Other jobs at this level: Service Developers, Archivists,</p> <p>Jobs reporting up to this one:</p>