



<b>JOB DESCRIPTION</b>	
<b>JOB TITLE:</b> Team Leader	
<b>REPORTS TO (Job Title):</b> Chief Operating Officer	<b>Current Grade (for ref): 7</b>
<b>1. MAIN PURPOSE OF JOB</b>	<ul style="list-style-type: none"> <li>To lead the team of frontline staff (including Reading and Learning Advisors, and volunteers) and manage the day to day operation of the Explore Centre, ensuring excellent customer services tailored to the needs of the customer.</li> <li>Support, coach and develop Reading and Learning Advisors (cafe assistants where applicable) and volunteers</li> <li>Develop the Explore Centre as a cultural / community hub, working with partners and organisations as directed by manager</li> </ul>
<b>2. CORE RESPONSIBILITIES:</b>	
1	To lead the team in providing a high standard of customer service for a diverse range of customers and enquiries, ensuring Explore's customer service quality standards are fully embedded. To support, coach and mentor staff to ensure a consistent level of service.
2	To undertake regular reviews and an annual PDP (personal development plan) with Reading and Learning Advisors to:- <ul style="list-style-type: none"> <li>Identify training and development needs</li> <li>To encourage personal learning and development through reflective practice</li> <li>To ensure a full understanding of Explore strategies and how this relates to the team and individual role.</li> <li>To ensure Explore Centre targets are understood, achieved and customer service excellence maintained</li> </ul>
3	To be responsible for the efficient and effective operation of the Explore Centre, including deployment of staff resource, managing efficient administrative, financial and IT systems in order to:- <ul style="list-style-type: none"> <li>Support customer needs including the use of social media to engage with service users and develop new audiences</li> <li>Support business needs including promotion, communication and performance data monitoring</li> <li>Manage and maintain stock levels and quality</li> <li>Ensure compliance with financial transactions procedures in order that income is accounted</li> <li>Ensure any performance indicators are achieved and/or exceeded.</li> </ul>
4	Ensure the team are aware of the KPIs and their role in achieving targets for the Explore Centre. <ul style="list-style-type: none"> <li>Demonstrate by example a proactive approach to income</li> </ul>

		<ul style="list-style-type: none"> <li>generation</li> <li>To be responsible for the promotion and management of room hire, to ensure customer requirements are met and income is achieved</li> <li>To support the delivery of the cafe offer to quality customer service standards. To support the development of the cafe offer to maintain and increase income.</li> <li>To support the delivery and development of the Explore shop</li> <li>Encourage and direct the team to actively promote income opportunities to all users and ensure awareness of performance</li> </ul>
	5	To be responsible for tasks and activities relating to the day to day operation of the Explore Centre, including recruitment and deployment of staff and volunteers. Ensure the health, safety and security of users, staff, volunteers and the building. Ensure all staff have a pro-active approach to Safeguarding and Health & Safety responsibilities through regular training and awareness.
	6	To actively promote a culture of collaborative working across all areas of the Explore Centre. To support, assist and be the point of contact for appropriate specialist eg e-services, children and young people, reading and learning, archives & local history, digital, cultural services
	7	To support the delivery of a diverse range of activities, events, service initiatives and promotions as determined by strategic priorities. Ensuring active promotion to all/relevant sections of the community and co-ordinating staff/volunteer support as required to ensure a positive customer experience.
	8	To enable community involvement by supporting volunteer recruitment and development, proactive promotion of community membership and establishment of a Friends group. To support and develop the Library Friends group ensuring they are aware of and understand service direction and priorities.
	9	Contribute to the culture of continuous improvement and consistency of service delivery by role modelling a commitment and enthusiasm for self development and personal learning including reflective practice.
	10	<p>To contribute to the:-</p> <ul style="list-style-type: none"> <li>improvement of existing services and quality standards</li> <li>development of new services and quality standards</li> <li>improvement of existing policies, procedures and practices</li> <li>contribute to the development of new policies, procedures and practices</li> </ul> <p>to ensure that the organisation is continuously improving.</p>
	11	To develop the Explore Centre as a Community Hub including working with community groups, creatives, partners, lead organisations, local wards and councillors as directed by manager.
	12	To participate in and deliver service wide operational projects / work streams as assigned by manager and be an active member of Explore's Operational Management Team.
	13	To carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
<b>3.</b>	<p><b>SUPERVISION / MANAGEMENT OF PEOPLE</b>  No. reporting - Direct - up to 8</p> <p>Indirect supervision of frontline staff and volunteers – 10+ at any one time</p> <p>Full line management responsibility for at least one employee</p> <p>The post holder will be responsible for the training of new staff, relief staff and other colleagues as appropriate to ensure they are confident in delivering services</p>	

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4.	<p><b>CREATIVITY &amp; INNOVATION</b></p> <p>The post holder is expected to adhere to agreed quality standards and policies, procedures and practices. In agreement with his/her line manager the post holder is expected to take personal responsibility for contributing to the:-</p> <ul style="list-style-type: none"> <li>• improvement of existing services and quality standards</li> <li>• development of new services and quality standards</li> <li>• improvement of existing policies, procedures and practices</li> <li>• contribute to the development of new policies, procedures and practices</li> </ul> <p>The post holder is expected to 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, for example when resolving staffing shortages/absences.</p> <p>The post holder often needs to probe and be creative in the way requests for help or information are handled. This can involve overcoming communication barriers and dealing with varying levels of understanding. Finding answers to queries raised by members of the public can require ingenuity.</p> <p>The post holder is expected to work with a team of staff in ensuring performance targets and met including numbers of visitors to the centre. This will involve generating and implementing ideas that increase the numbers of people using the building.</p>
5.	<p><b>CONTACTS &amp; RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• Daily contact with customers delivering information, learning and reading services. 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.</li> <li>• Daily contact with library service colleagues.</li> <li>• Daily contact with colleagues from other departments, elected members, partners and suppliers.</li> <li>• Some contact with publicist/authors when finalising arrangements for events</li> <li>• Daily contact with community groups/businesses with regards room hire</li> <li>• Regular contact with external organisations to facilitate drop-in sessions/information surgeries etc</li> <li>• Daily contact with volunteers</li> </ul>
6.	<p><b>DECISIONS – discretion &amp; consequences</b></p> <p>The postholder will be expected to take decisions to ensure the efficient and effective running of the centre – directing staff and resources as required. Failure to do so effectively will impact negatively on the building as the service will not function effectively leading to potential reputational loss for the service and usage targets not being met. In addition, income targets via cafe takings will not be achieved, leading to potential loss of income from the business.</p> <p>The post holder is expected to adhere to agreed quality standards, policies, procedures and practices and at the same time to treat customers as individuals and use discretion in being responsive to particular needs. This may involve, for</p>

	<p>example, waiving overdue charges for someone who has been in hospital.</p> <p>The post holder is expected to 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> <p>The post holder is dealing with sensitive and confidential information on a daily basis and needs to be aware of appropriate data protection legislation/guidelines relating to this. Failure to do so could lead to serious reputational damage to the service</p>								
7.	<p><b>RESOURCES – financial &amp; equipment</b>  <i>(Not budget, and <u>not</u> including desktop equipment.)</i></p> <table border="0"> <thead> <tr> <th style="text-align: left;"><u>Description</u></th> <th style="text-align: left;"><u>Value</u></th> </tr> </thead> <tbody> <tr> <td>Little responsibility for physical resources, but responsible for the accurate handling and security of large sums of cash and cheques approx £2000 cash per day</td> <td></td> </tr> <tr> <td>York Explore only - Day to day handling and care of CYC Local History and special collections comprising 130 m3 of rare publications and images</td> <td>£1m (insurance value)</td> </tr> <tr> <td>Responsible for the locking and unlocking of buildings</td> <td></td> </tr> </tbody> </table>	<u>Description</u>	<u>Value</u>	Little responsibility for physical resources, but responsible for the accurate handling and security of large sums of cash and cheques approx £2000 cash per day		York Explore only - Day to day handling and care of CYC Local History and special collections comprising 130 m3 of rare publications and images	£1m (insurance value)	Responsible for the locking and unlocking of buildings	
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8.	<p><b>WORK ENVIRONMENT – work demands, physical demands, working conditions &amp; work context</b></p> <p><b>Work demands</b>  If timetabled to do so the post holder will ensure that the library opens and closes at the times publicised.</p> <p>Due to the unpredictability of customer needs, the post holder may occasionally need to reschedule planned work in order to remain customer focused.</p> <p>The post holder may occasionally 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><b>Physical demands</b>  Although height adjustable chairs can be provided for counter areas, the nature of the work means that the post holder will be required to stand, walk, bend and lift when directly delivering services to customers.  The post holder is required to work with computers and adaptive technology can be provided if this is helpful.  The setting up of hire rooms will involve moving tables and chairs  The setting up of the library for events will involve moving furniture and shelving.</p> <p>Much of the Archive &amp; Local History material and café stock is located instores where the only access is via stairs. Retrieving stock from these storage areas requires significant time spent lifting, bending and stretching and the use of kick-stools or step ladders to retrieve items from high shelves. Whilst manual handling aids are provided, it is sometimes necessary to lift heavy loads of boxes up to 14 kilos and books onto trolleys and tables, and to manoeuvre loaded trolleys.</p>								

**Working conditions**

Library environments are generally comfortable in which to work. If the post holder becomes aware of any issues that may occasionally arise, he/she is expected to discuss this with his/her line manager or other appropriate colleague. Some collections stores are dusty, which may be problematic for those with asthma or other respiratory conditions.

**Work context**

Library environments generally provide low risk to health and well being.

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><b>9. KNOWLEDGE &amp; SKILLS</b></p> <p><b><u>Essential</u></b></p> <p>Evidenced ability and willingness to engage with customers, delivering a high quality experience – making all feel welcome</p> <p>An understanding of what it means to deliver and contribute to the development and promotion of quality customer focused services and the ability to demonstrate this on a daily basis</p> <p>A good general standard of education to Level 2 including literacy, numeracy and ICT</p> <p>An active interest in information, learning and reading.</p> <p>A well-rounded understanding of the purpose of modern library and archives services in general and the services available through the Explore York Libraries and Archives Mutual Ltd specifically</p> <p>Excellent ability to use IT resources effectively, including the use of social media to promote the service and to be fully engaged with modern technology, including taking an active interest in new devices, platforms, apps and developing trends in social media</p> <p>Excellent and well developed interpersonal skills demonstrated by effective communication with a wide range of people, including children and young people</p> <p>Ability to liaise, negotiate and work effectively with colleagues, library users and partners</p> <p>Experience of setting the work planning, management and deployment of others. An ability to work under pressure, to prioritise workload of self and staff in order to achieve deadlines</p> <p>Ability to apply solution focused thinking by:-</p> <ul style="list-style-type: none"> <li>○ using appropriate goal setting techniques</li> <li>○ possibility thinking</li> <li>○ prioritising</li> <li>○ planning time</li> <li>○ involving others</li> <li>○ taking personal responsibility</li> </ul> <p><b><u>Desirable</u></b></p> <p>Information and Library Services NVQ Level 3 or equivalent essential</p> <p>An understanding of the services available through York Learning</p> <p>.Confidence in self and ability to present oneself confidently to others.</p> <p>Ability to adhere to agreed service standards, policies, procedures and practices.</p> <p>Experience of reviewing &amp; improving processes. Proactive in seeking to improve service delivery</p> <p>Experience of managing change effectively</p> <p>Commitment to personal development including an awareness of reflective practice, and the development of others including customers.</p>	
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**10. Position of Job in Organisation Structure**

