

JOB DESCRIPTION

Explore Centre Team Leader

Responsible for:	Reports to:	Department:
RLAs	Explore Centre Manager or Head of Library Services	Explore Centres

Overall Purpose:

To manage the front line delivery of the Explore Centre ensuring the delivery of an excellent customer service tailored to the needs of all customers.

Key Responsibilities:

To oversee the running of the front line service always ensuring a high standard of customer service including making sure the Explore Centre opens and closes at the times publicised and that performance targets are met.

To train, support, coach and develop RLAs and volunteers, from induction through to managing day-to-day tasks and ongoing training in new procedures. Including management of rotas.

To implement policies, procedures, new services and quality standards and ensure the RLAs adhere to these policies and procedures.

To oversee regular monitoring of the whole building to ensure the health, safety, and security of all users of the building, using initiative to resolve issues that arise on a day-to-day basis and to be the first point of contact in the absence of a Manager (including evenings and weekends).

To be responsible for work experience placements, liaising with relevant agencies and supporting students throughout their placement.

To be responsible for weekly banking, and to demonstrate a proactive approach to income generation by informing Managers of suggestions for continuous improvement.

Person Specification:

Experience

Essential

- Experience and understanding of the purpose of a modern library and archives service
- Experience of a working in a customer service focused environment
- Proven experience in engaging with customers, volunteers and stakeholders, making all feel welcome

Skills & Knowledge:

Essential

- Excellent and well-developed interpersonal skills demonstrated by effective communication with a wide range of people, including children and young people
- Ability to multi-task and prioritise conflicting priorities and deadlines
- Ability to build effective working relationships and partnerships with a wide range of individuals and organisations
- Ability to liaise, negotiate and work effectively with colleagues, library users and partners
- Ability to apply solution-focused thinking
- Ability to deal with sensitive and confidential information. and an awareness of appropriate data protection legislation/guidelines relating to this
- Understanding of what it means to deliver and contribute to the development and promotion of quality customer focused services
- A good standard of education to level 2 including literacy, numeracy and ICT

Desirable

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- An understanding of the services available through York Learning and other strategic partners of Explore
- 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

Relationships:

External

Daily contact with public, volunteers, businesses, and community groups

Frequent contact with street patrol/police

Contact with artists/publicists for events

Internal

Daily contact with Explore colleagues

Grading Framework

Assessed as Band Two Pay Step One

Other

This job description accurately reflects the current requirements of the job. However, the role holder will be expected to carry out any other duties that may reasonably be required in line with the key responsibilities of the role.