



# Role Profile

LIBRARY SERVICE DEVELOPMENT MANAGER			
Reference No.	A4535	Type	Individual
Service	Fife Cultural Trust		
Job Family	Team Manager 3	Grade	FC10

Purpose
Support the Director of Creative Development & Delivery with strategic policy and planning
Lead the strategic development and delivery of Library Services across Fife Cultural Trust.
Responsible for the development and promotion of learning, information and creative services from Libraries.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Working closely with Director of Creative Development, setting the creative direction for Fife Cultural Trust (FCT) Libraries ensuring that imaginative and effective literacy, reading and reader development services along with creative and cultural learning opportunities are central to the library experience.	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Evidence of continuous professional development</li> <li>• Leadership experience within a large complex organisation</li> <li>• Experience of working within the creative or library sector in Scotland; or significant experience of working with/in libraries and/or appropriate management experience working within relevant Creative and Cultural environment</li> </ul>	✓ ✓ ✓ ✓	

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Leading the development and delivery of a Libraries Strategy which articulates FCT's vision and commitment to high quality learning and cultural experiences that support social and economic wellbeing tailored to communities.	<ul style="list-style-type: none"> <li>• Experience of delivering strategy</li> <li>• Ability to think strategically and to innovate</li> <li>• Evidence of success in managing change</li> <li>• Proven flexibility and ability to adapt in the face of significant and complex change</li> </ul>	✓ ✓ ✓ ✓	
Leading, supporting and developing the Library Service Development Team, demonstrating commitment, optimism and clear direction.	<ul style="list-style-type: none"> <li>• Leadership, teambuilding, and coaching skills</li> <li>• Significant Management experience in relevant Cultural field with a broad understanding of Library Service Development</li> <li>• Ability to inspire and motivate employees, to set clear direction and to manage and develop performance</li> <li>• Coaching experience</li> </ul>	✓  ✓ ✓	✓
Identifying and developing opportunities for creative collaborations which enhance the quality of the library experience and which profile the success of FCT as a creative and cultural organisation delivering high quality services and experiences.	<ul style="list-style-type: none"> <li>• Proven experience in initiating and operating partnership / cross service / sector initiatives</li> <li>• Significant experience of effective partnership working and advocacy</li> <li>• Experience of working with local and national Cultural and library Institutions and resources and funding bodies</li> <li>• Experience of reporting to, and working, with Elected Members and Head of Service levels</li> <li>• Experience of initiating, monitoring and evaluating impact on, departmental activity and development</li> </ul>	✓ ✓	✓  ✓ ✓
Ensuring that our commitment to Equality and Diversity is central to library engagement and that our commitment to young people and adults who require support is central to library service development and engagement, well profiled and aligns with our wider strategic vision.	Demonstrate commitment to understanding and meeting the needs of customers and the desire to deliver	✓	

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Networking, collaborating and staying abreast of national library developments and initiatives.	Confident and prolific networker	✓	
Seeking, and supporting, continuous improvement recognising and rewarding performance and encouraging innovation. Develop appropriate KPI's for the service, and utilise accredited relevant quality improvement frameworks to support improvement.	Experience of delivering results and managing projects and programmes in ways that improve performance and deliver effective services to customers	✓	
Playing the role of advocate, ambassador, and champion for FCT at all times.	<ul style="list-style-type: none"> <li>• Experience of providing highest quality service to meet/exceed customer expectations</li> <li>• Capacity to provide creative solutions to complex service issues</li> <li>• High standards of personal and professional integrity</li> <li>• Excellent negotiation skills</li> <li>• Strong and proven project management ability</li> </ul>	✓ ✓ ✓ ✓ ✓	
Encouraging, supporting and developing a lifelong reading habit amongst Fife residents of all age groups. Ensuring the development and delivery of appropriate Stock Management Policies and stock profiles.	Knowledge and understanding of libraries as a key service within the cultural sector	✓	
Leading the Support Unit and working with the ICT and Systems Team on the procurement, implementation and ongoing development of appropriate e-systems to provide fully-documented and web-accessible collections.	<ul style="list-style-type: none"> <li>• Persuasive &amp; effective communicator</li> <li>• Ability to communicate articulately both orally and in writing</li> </ul>	✓ ✓	
Securing and managing resources to develop effective relationships with internal and external bodies, and planning partners, that deliver best value in achieving objectives.	<ul style="list-style-type: none"> <li>• Outstanding presentation and communication skills</li> <li>• Ability to develop clear, concise and effective communications to all relevant parties</li> </ul>	✓ ✓	
Planning for, managing and reporting on the Library Service Development budget maximising its effectiveness by developing an awareness of funding and sponsorship opportunities, ensuring FCT maximises all prospects to successfully secure the resources and partnerships required to maximise library service delivery.	<ul style="list-style-type: none"> <li>• Ability to work effectively under pressure</li> <li>• Resilience and adaptability in the face of change</li> <li>• Able to respond positively to constructive challenge</li> </ul>	✓ ✓ ✓	

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Developing, enhancing and enriching creative learning partnerships between FCT and national and local library initiatives.			
Supporting, developing and maintaining appropriate cross-service and cross-sectoral professional partnerships, relationships and networks to ensure best practice and best value in achieving the Trust's creative targets.	Ability to travel to other locations		✓
Organising, managing, developing and promoting events and activities which raise the profile of FCT and support local and national initiatives.	Knowledge or experience of working in libraries as part of a wider cultural service		✓
Developing and effectively managing Mobile Library and Home Delivery services to address equality of access to library services.	<ul style="list-style-type: none"> <li>• Operational management experience within a service delivery organisation of scale</li> <li>• Awareness of council and community information delivery and access needs</li> <li>• Demonstrate successful promotional activity/programme</li> <li>• Awareness of political and professional agendas</li> </ul>		✓ ✓ ✓ ✓
Promoting customer access to Council and Community Information through libraries.	Ability to participate in wider based multi-service initiatives		✓
Monitoring, assessing, evaluating and reporting on library services as required.	Project management training		✓
Contributing to the strategic planning and development of FCT as part of the Management Team and the Creativity & Innovation Board.			
Deputising for the Director of Creative Development & Delivery as and when necessary and undertaking any other management task as designated from time to time by the Director of Creative Development and Delivery.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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			<b>D</b>

## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>	<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>