



## **Job Description and Person Specification**

### **Job Details**

Job Title:	Library Hub Manager
Job Location:	Upper Norwood Library Hub and in the community
Reporting to:	Hub Directors
Hours of Work:	35 hours per week. Flexible working considered. Some evenings and weekends will be required.  This is a fixed term contract that runs through to June 2018.
Annual Salary:	£24,000 - £27,000

### **About the Upper Norwood Library Hub**

The Upper Norwood Library Hub came into community ownership in July 2016. Located in the heart of Crystal Palace it is a cultural, learning and educational space offering an extensive range of events, courses, activities and outreach programme that run alongside its library service provided by Lambeth council. Applicants will not need prior experience in running or managing a library but must be sympathetic to the principles of running a community space that includes a library.

Entrepreneurial by nature we believe in pushing the boundaries of what a library should offer and are constantly looking for new opportunities to develop all aspects of our business. This is a unique opportunity to join a fast moving, rapidly growing community-rooted organisation and help to shape and deliver all services offered.

### **Purpose of the post**

The Hub Manager will develop and manage library hub programmes, operations and building services on a day-to-day basis and will work closely with our Programme Development Manager to ensure the smooth delivery of all internal and external services. The Manager will

- Develop, manage and programme all hub activities and services
- Oversee the development of income generating activities from new services and space rental with input into service design
- Implement innovative and profile raising events and services
- Maximise occupation rates and increase revenue

This role requires excellent business development, customer service and interpersonal skills. You will line manage and co-ordinate the workload of the Hub Assistant Manager and Hub Assistant and be proficient in promoting events and services through multiple mediums. You will be prepared to take an entrepreneurial and dynamic approach to developing our new kind of community learning hub and to work with our energetic team to drive an innovative learning model.

### **Main duties and responsibilities:**

**Operational Management** to ensure smooth running of the Upper Norwood Hub and to grow business. You will

- Working closely with the Programme Development Manager, you will lead on programming all services offered at the UNLH both internally and externally. You will oversee the day-to-day running of all UNLH events, activities and courses
- Deliver services and have input into project delivery. You will coordinate events, activities or training sessions
- Manage the Hub Assistant Manager and Hub Assistant who will support you in the smooth running of the building
- Oversee payroll and staff utilisation rates

**Business development** to maximise existing business streams and develop new opportunities to increase revenue. You will

- Be responsible for generating income from space rental
- Support the Hub Directors to develop further commercial activities within the Hub, to include sales from additional products and services
- Oversee and undertake regular reviews of the Hub's pricing policy
- Market the Hub as a venue and work with the outreach manager to identify opportunities for income generating activities with key stakeholders and partners
- Be the first point of contact for new hire enquires
- Analyse occupation rates and revenue streams and track income against targets

#### **Customer Service**

- To lead on customer engagement and customer satisfaction
- To assist the Hub Directors in managing and maintaining a welcoming, safe, vibrant and friendly learning hub, and in developing and growing the hub services and programme of opportunities
- To engage with library hub service users and promote our programmes and services, ensuring easy and effective access to opportunities in the library hub including use of the media
- To establish forums, activities and listening exercises through eg coffee mornings, open days, evening consultation exercises and more
- To co-ordinate, promote and develop the library hub events, programmes and service in close consultation with the Hub Directors

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change. The person in the post may also have to carry out other duties as may be necessary from time to time.

#### **General requirements:**

- Adhere to the Upper Norwood Library Trust's guidelines, policies and procedures
- Contribute to the overall ethos/work/aims of the organisation
- Participate in training, other learning activities and performance development as required
- Take part in the Trust's performance management system
- Participate in and contribute to team meetings
- Contribute to the evaluation and development of administrative services
- Take personal responsibility for safety as outlined in the Health and Safety at Work Act 1974
- Commitment to Equality and Diversity
- Support the Hub Directors on various project activities as appropriate/relevant

- All information concerning staff and all other stakeholders must be held in the strictest confidence and must not be divulged to any unauthorised person at any time, unless to do so is in the best interests of the individual. In this instance the post holder should be appropriately advised by a Hub Director
- Comply with the requirements of the Data Protection Act 1984 and the Computer Misuse Act 1990
- The Trust has implemented a No Smoking Policy that applies to all staff.

### **Person Specification**

<b>Qualification</b>	Essential	Desirable
Educated to degree level or equivalent		x
Business or Retail Management qualifications an advantage		x
<b>Experience</b>		
Working in a public facing customer service orientated role	x	
A successful track record of working to income and service based targets	x	
Some financial and budgetary experience		x
Team leader or line management experience	x	
Working as part of a team	x	
<b>Knowledge</b>		
Knowledge of equal opportunities and experience of working with people from a range of backgrounds in a multi-cultural local community	x	
Knowledge of child protection issues and working with vulnerable adults		x
Knowledge of Health and Safety issues and or the willingness to learn		x
<b>Skills</b>		
Ability to multi-task and work effectively in a busy working environment with a can-do attitude	x	
Ability to use MS office (Word, Excel) Internet and Email, project management systems and databases	x	
Knowledge of social media including Twitter and Facebook	x	
Proven track record of effective project management		x
Ability to manage own time to prioritise work, meet deadlines and achieve targets within a complex and wide-ranging programme	x	
Ability to solve problems, think creatively and work independently	x	
Ability to adapt readily and respond constructively to change and be flexible	x	