

Library Manager

Job Description

Job title	Library Manager (Kingswood)
Reports to	Development Manager
Based from	Share Bristol Kingswood, 1-5 High St, Kingswood, BS15 4AA. Travel to our Frenchay and Bedminster sites will be required from time to time, and travel across the city may be required.
Hours of work	<p>Contract 15 hours per week minimum (average, some flexibility between weeks but please note that spring and summer times are busy so the ability to work additional hours during this time would be useful).</p> <p>Primarily to be worked during Share Bristol Kingswood opening times, including set up and pack up, with remaining hours to be carried out flexibly at mutually convenient times.</p> <p>Share Bristol Kingswood is currently open Tuesdays 10.00 - 12.30, Thursdays 17.00 - 19.00, Fridays 14.30 - 16.30, Saturdays 10.00 - 14.30. The post holder will not be required to work all of these shifts every week, but would be expected to cover the majority of them, including two Saturdays per month.</p> <p>The role will include additional occasional weekend and evening working by prior arrangement, for example to attend meetings or assist at an event.</p> <p>The post holder may have the option to work additional hours at Share Bristol Bedminster (Mondays 17.00 - 20.00 and Wednesdays 12.00 - 14.00) and Share Bristol Frenchay (times tbc) in order to provide support for colleagues on annual leave.</p>
Duration	Permanent
Salary	£12.75 per hour. Free membership of Share Bristol.
Eligibility	must have the legal right to work in the UK and will be required to have a Basic DBS

Job purpose

Oversee the Share Bristol Kingswood Library of Things, ensuring it meets the needs of the local community, and work in partnership with the rest of the Share Bristol team to ensure the success of our charity and our Library of Things service.

This role is responsible for the day to day running of the Kingswood Library of Things, recruiting and supporting our volunteers, helping us engage with partner organisations, managing our Thing donations and inventory, and assisting our current and potential members.

Place in the team

The postholder will report to the Share Bristol Development Manager, with other key internal relationships being with:

- Trustees, each of which holds a portfolio of responsibilities in addition to general volunteering
- Other Library Managers (currently Frenchay and Bedminster), sharing core responsibilities between you
- Volunteers, including Thing Technicians and Librarians of Things

Key responsibilities

The Development Manager will help the postholder prioritise tasks in the limited time available.

Management and leadership of Share Bristol Kingswood

- Coordinate all aspects of the day-to-day management of the Kingswood Library of Things, including:
 - ensuring the Library of Things is open and operational to schedule
 - ensuring high standards of customer service are provided to all visitors, members and supporters, whether online or in person
 - leading the majority of lending sessions
 - ensuring other lending sessions are led by suitably skilled volunteers
 - ensuring all lending sessions and other areas of work are well supported by appropriately skilled and dedicated volunteers
 - ensuring Things to be lent out are available and well maintained
 - ordering parts, managing consumables and re-homing Things that aren't to be lent out
 - managing the return of overdue Things and the collection of late fees
 - regular stock checks
- Recruit, train, motivate and retain a team of volunteers to support Share Bristol Kingswood, including through:
 - recruitment, induction and training activities
 - leadership and support
 - modelling desired behaviours in line with our values
 - proactive communication e.g. individual check-ins, group newsletters, social events
- Be responsible for the safe operation of the Share Bristol Kingswood premises, including:
 - ensure compliance with Health and Safety guidance, policies and legislation
 - completion and implementation of risk assessments
 - logging of health and safety checks and incidents
 - ensuring remedial actions are taken
 - ensuring the premises are clean, tidy and well presented in line with the Share Bristol brand

- ensuring good stocks of consumables for use on site
- Maintain good levels of competency in the operation of the library software and provide induction, training, ongoing support and advice to volunteers using the systems
- Proactively promote Share Bristol to recruit new members, retain existing ones and reactivate lapsed members through effective communication and engagement through all appropriate channels e.g. newsletters, events
- Report on performance and stakeholder feedback

General

- Work with our Development Manager and other Library Managers to ensure consistency across our sites, and offer each other mutual support and assistance where needed
- Keep the Library of Things procedures and guidance up to date
- Help to manage the Share Bristol email inbox, newsletters and social media
- Attend meetings and training as required
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times
- Comply with Share Bristol organisational policies, procedures and internal and external Codes of Conduct, regulations and laws
- Other duties consistent with the nature and grade of the role as agreed

Person specification

	Essential	Desirable
Qualifications	Evidence of a good standard of general education, to include English and Maths, or equivalent by experience	Qualifications in relevant field e.g. retail, customer service, health and safety, engineering
Experience	Experience of retail or customer service type roles where you were dealing with the public.	Experience maintaining and repairing Things, such as tools and other household items. Experience of building effective relationships with stakeholders. Experience of volunteering or working for a charity. Experience of working with volunteer teams. Experience of being the responsible person for a building or service.
Skills and knowledge	Comfortable using standard computer packages, email and our lending library database. Excellent customer service and verbal communication skills. Sound written communication skills. Excellent problem-solving skills and ability to work proactively on own initiative.	Knowledge of confidentiality and data protection requirements. Knowledge of safeguarding principles.
Personal skills	Share our passion for sharing resources in the local community. Live locally or be well connected in the local area and able to travel locally. Curious and not afraid of making mistakes. Committed to safeguarding, equality, diversity, sustainability and social responsibility. Internally driven with the ability and motivation to problem-solve and deliver high quality work. Excellent interpersonal skills, with ability to develop strong relationships, internally and externally. Able to work collaboratively as part of an effective team. Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities. Exceptional organisational skills, flexibility and a can-do attitude.	