

JOB DESCRIPTION

General Information

Job Title	Supervisor	Reporting To	Frontline Services Manager
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General Purpose

To support the Frontline Services Manager in the delivery of operational services across a number of sites within the 'Cultural' service providing high quality customer service to all service users.

To line manage the Library assistants and supervise the work of volunteers to ensure the smooth running of the day to day operation of the service points.

To support the Frontline Services Manager to monitor performance and develop team action plans to achieve targets

Key Deliverables

- To prepare work schedules and timetables ensuring service points are adequately staffed to respond to customer demands
- To assist the Frontline Services Manager to ensure continuous effective service
- To ensure that customers receive a courteous, approachable, helpful and professional service at all times and that duties are performed in line with the Data Protection Act, confidentiality rules, government legislation and corporate policies
- To promote 'Cultural' services and promote them in a positive light
- To support volunteers working in the service points
- To support the Frontline Services Manager in ensuring the provision of a safe and welcoming environment for service users, including the reporting of maintenance issues and liaising with the buildings team in compliance with current buildings, health and safety and equality regulations
- To support the Frontline Services Manager in setting annual targets for the service points and to contribute to team and service-wide action plans to achieve these targets
- To maintain regular communication between team and management through a variety of means including meetings and briefing sessions, ensuring that the operational objectives are communicated and that information is passed on effectively and consistently
- To line manage staff and supervise volunteers in line with the organisation's agreed policies and procedures addressing performance issues as and when they arise
- To assist with customer consultation work and with addressing customer complaints and suggestions
- To promote social inclusion in all aspects of service delivery
- To support the work of the Frontline Services Manager as necessary, pro-actively suggesting service improvements and contribute to the annual planning process
- To handle daily takings of approximately £500 (on average) and to reconcile and bank takings in compliance with financial regulations

JOB DESCRIPTION

- To lock and unlock service points as necessary

Requirements - Experience

- At least two years' experience of working in library / heritage services or in a customer related environment
- Delivery of a range of events and group activities to people of different ages and backgrounds
- Dealing with challenging situations in an appropriate manner
- Working as part of a team
- Working on own initiative and under direction
- Experience of using Microsoft Office
- Working with a diverse range of users

Requirements – Qualifications

- 6 GCSE's including English and Maths at grade B or above or equivalent.

Requirements – Personal Characteristics

- Ability to supervise staff
- Good interpersonal skills including an ability to communicate effectively with staff at all levels and members of the public
- Ability to deal with challenging situations in an appropriate manner
- Problem solving skills
- Good organisational skills with the ability to prioritise
- Confidence and ability to make decisions within agreed limits
- Flexible and with a can do attitude
- Ability to work flexibly, on a rota system, according to the needs of the service in accordance with defined timetables including evenings, weekends and bank holidays
- Ability to sustain long periods of demanding contact with customers
- Ability to lift and carry stocks of books and other materials and to stand for long periods of time
- Must be willing to undertake training in order to carry out the duties of the job
- Must be prepared to work at or to be relocated to other 'Cultural' sites as and when required
- Self-motivated and adaptable
- Commitment to equality
- Commitment to excellence in customer service