

Job description

Digital Learning and Access Manager

- Grade: PO5
- Reports to: Head of Library Service
- Direct reports: 4
- Your team: Library Service Senior Management Team name
- Service area: Library Service
- Directorate: Community Wealth Building

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

Special requirements of the post

This post requires a DBS check at the appropriate level (Basic)

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

This role is responsible for a diverse range of library service areas. These include ICT, finance (income and invoices), Home Library Service, HMP Pentonville Prison library, Information governance and cyber security. The role is an integral part of the Library Service management team and has a key role to play in service development and delivery.

Key responsibilities

- Lead on and develop the libraries' digital inclusion strategy and implement programmes for the promotion of digital resources and information.
- Service lead for ICT - responsible for working with third party system suppliers such as Library Cloud Management, Bibliotheca, KERV etc. Liaising with Islington Digital Services to ensure that information and communication technologies are used to their full potential to improve and develop services.
- Responsible for the Home Library Service.
- Responsible for HMP Pentonville Prison Library service.
- Contribute to the strategic development of the service as a member of the Library Service senior management team.
- GDPR lead for the Library Service, including responses to freedom of information and subject access requests and working with the Information Governance team to ensure compliance.
- Responsible for invoices and payments - ensuring corporate procedures are adhered to.
- Respond to customer comments and complaints and address any issues arising.
- Identify opportunities for collaboration and partnerships and to work pro-actively with other Council services and other relevant organisations to develop, co-ordinate and promote the management and delivery of information and learning services.
- Responsible for the provision of information databases for staff and public use as part of Find Your Islington initiative.
- Liaise with library service colleagues and the Council's communications and web teams to promote Library Services, including use of Facebook, Twitter and other social media as appropriate.
- Attend meetings with local, regional and national partners on digital inclusion and library systems and to liaise with councillors and other elected officials to promote library services and digital inclusion across the borough.
- Develop, motivate and performance manage staff within area of responsibility, in line with service aims and objectives, including implementation of the Council's Appraisal scheme.
- Responsible for recruitment, selection and induction of staff within defined teams.
- Ensure library services in Islington reflect best practice in provision of public library services nationally.
- To undertake other duties commensurate to the grade of the post.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Library Management qualification and relevant post-qualification experience <u>or</u> Significant management experience in a public library service or other similar local authority customer service.	Essential
2	Experience of managing staff across a range of diverse teams.	Essential
3	Thorough knowledge and understanding of current issues influencing development of public library services including ICT, learning and information.	Essential
4	High level of written and verbal communication skills.	Essential
5	Ability to develop and maintain effective partnerships within the Council with 3 rd party suppliers, external organisations and local community groups	Essential
6	Ability to plan and manage complex projects	Essential
7	Good understanding of electronic service delivery in relation to library services and knowledge of a wide range of library applications.	Essential
8	Ability to think creatively to solve problems and deliver service improvements	Essential
9	Knowledge of GDPR legislation and ability to implement it in relation to library services.	Essential

10	Ability to manage a varied workload and deliver to meet tight deadlines	Essential
11	Understanding of, and ability to work within, local government political context.	Desirable
12	Ability to adhere to the Council's Dignity for All policy.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.