

Library Manager and Thing Expert

Job Description

Job title	Library Manager (Bedminster) and Thing Expert
Reports to	A nominated Trustee on behalf of the Share Bristol Board
Based from	Share Bristol Bedminster Library of Things. Travel to our Kingswood site will be required from time to time, and travel across the city may be required.
Hours of work	Contract for 8 hours per week with the potential for more, depending on budgets, performance and availability of the post holder. The role will include some weekend and evening hours to cover Library opening sessions, on a rota with Trustees and volunteers.
Duration	Permanent
Salary	£11 per hour. Free membership of Share Bristol.
Eligibility	Applicants must have the legal right to work in the UK and will be required to have a Basic DBS Check

Job purpose

1. Oversee the Share Bristol Bedminster Library of Things, ensuring it meets the needs of the local community
2. Be our in-house expert on Thing maintenance and repair

This role is responsible for day to day running of the Bedminster Library of Things, supporting our volunteers, helping us engage with the public and local partners, and being our expert on Thing maintenance and repairs for our Libraries.

Place in the team

The postholder will report to a nominated Trustee of Share Bristol, with key internal relationships being with:

- Trustees, each of which holds a portfolio of responsibilities in addition to general volunteering
- Library Manager for Kingswood, who will continue being the organisational expert for our lending software and operational procedures
- Volunteers, including Thing Technicians and Librarians of Things

Key responsibilities

Trustees will help the postholder prioritise tasks in the limited time available.

Management of the Bedminster Library of Things

- Coordinate all aspects of the day to day management and development of the Library, being an active participant in the running of the Library of Things, getting involved in

all tasks where needed and supporting lending sessions at the Library of Things on a rota

- Ensure the Library of Things is open and operational to schedule
- Ensure high standards of customer service are provided to all visitors, borrowers and supporters
- 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
- Maintain the appearance of the Library of Things, in line with the Share Bristol brand
- Ensure day to day compliance with Health and Safety guidance and policies and risk management in the Library of Things
- Work with our other Library Manager(s) to ensure consistency across our sites, and offer each other mutual support and assistance where needed
- Proactively promote Share Bristol to recruit new members
- Help to manage the Share Bristol email inbox

Management of Things

- Procure consumables for Share Bristol, including Library supplies and consumables for Things e.g. carpet cleaner fluid, sanding pads
- Provide expert advice on the maintenance and repair of the Things in our Libraries, supporting volunteers and Library Managers to maximise the availability of Things and minimise unnecessary disposable of broken Things.

Leadership

- Provide leadership and support for volunteers and model desired behaviours in line with our values
- Recruit, train and retain a team of volunteers, being their key point of contact
- Attend meetings and training as required
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times
- Comply with 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	<p>Experience maintaining and repairing Things, such as tools and other household items</p> <p>Experience of retail or customer service type roles where you were dealing with the public</p>	<p>Experience of working with volunteer teams</p> <p>Experience of volunteering or working for a charity</p> <p>Experience of building effective relationships with stakeholders</p> <p>Experience supervising buildings and maintenance works</p>
Skills and knowledge	<p>Comfortable using standard computer packages, email and our lending library database</p> <p>Excellent customer service skills</p> <p>Excellent verbal communication skills</p> <p>Sound written communication skills</p>	Knowledge of confidentiality and data protection requirements
Personal skills	<p>Share our passion for sharing resources in the local community</p> <p>Live locally or be well connected in the local area and able to travel locally</p> <p>Curious and not afraid of making mistakes</p> <p>Committed to safeguarding, equality, diversity, sustainability and social responsibility</p> <p>Internally driven with the ability and motivation to problem-solve and deliver high quality work</p> <p>Excellent interpersonal skills, with ability to develop strong relationships, internally and externally</p> <p>Able to work collaboratively as part of an effective team</p> <p>Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities</p> <p>Exceptional organisational skills, flexibility and a can-do attitude</p>	