

**Manchester City Council
Role Profile**

**Unlocking Our Sound Heritage: Hub Cataloguing Manager, Grade 6
Library Service, Growth and Neighbourhoods Directorate
Reports to: Service Development Specialist – Heritage and Archives
Job Family: Technical**

Key Role Descriptors:

The role holder will provide a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with both internal guidelines, policies and procedures and statutory requirements.

The role holder will use their technical knowledge and expertise to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

Provide an effective support function for the assigned service area, ensuring that high quality technical and customer services are delivered in line with legislative requirements. Dependent on the service area, this may include maintenance, software / information support, engineering, surveying, curating or other specialist functions.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Identify and address relevant issues with assigned work packages and following assessment make recommendations in accordance with service plans, customer requirements or legislative needs. Ensure that work to continuously develop and improve processes is undertaken.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required in line with safe working practices and health and safety regulations. Maintain effective relationships to ensure the highest standard of service delivery.

Update and extract information from management information systems accurately and competently as required, producing reports and other documentation as required.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of

a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

Role Portfolio:

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

<p>Creating jobs & growth</p> <p>Promote economic growth and investment in the city to increase employment</p> <p>Support the continuing growth of the city centre as a major economic drive</p> <p>Enhance the reputation of the city by growing its retail provision and providing a diverse cultural and leisure offer</p> <p>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</p>	<p>Places where people want to live</p> <p>Create places that are clean, green, safe and inclusive with quality housing of different tenures</p> <p>Good social, economic, cultural and environmental infrastructure with sustainable and resilient active residents and communities</p> <p>Support thriving district centres</p> <p>Increase recycling rates and reduce carbon emissions</p>	<p>Access to jobs for Manchester people</p> <p>Maximise opportunities created by the GM Devolution agreement and city's capital programmes</p> <p>Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city</p> <p>Create positive pathways into work for young people</p> <p>Continue to embed the work and skills agenda in Public Sector Reform delivery models</p>
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Libraries, Galleries and Culture

The Libraries, Galleries and Culture Service bring together high quality universal services which underpin learning, engagement and support the priorities of the City Council – Growth, Place and Reform. Services are delivered via Library, Information and Archives Services; Galleries and the universal culture offer delivered at a neighbourhood level; together with access to and activation of services through partnership working and engagement.

The Service delivers leisure, cultural, learning and information (on-line and printed) through a network of statutory neighbourhood libraries, community partnership and outreach libraries, a world class Central Library, the virtual library, HMP Manchester Prison library and the Books to Go service. It also manages the Greater Manchester County Record Office on behalf of AGMA (the Association of Greater Manchester Authorities).

The role holder will be require a working knowledge and experience of cataloguing recorded sound and of rights clearance. The project will also involve working with a large number of volunteers.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

Generic Skills

- **Communications skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding
- **Analytical skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to complexity and priority.
- **Problem solving and decision making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **Creative skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Strategic thinking:** Contributes to the development, implementation and evaluation of strategy to shape future plans.
- **ICT skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **People management:** Ability to organise own and others activities with an ability to carry out operational planning for specific service areas.

Technical Requirements (Role Specific)

- A post graduate qualification in Archives Administration or Librarianship which is recognised by the Archives and Records Association or the Chartered Institute of Information Professionals.
- Experience of Axiell Calm cataloguing software or similar.