

Job Description

JOB TITLE: Customer Services Team Leader (Schools Library Service)

Reference: 1615

Date: April 2026

Job Family: Community Services – Community Connectors

Level: 2

Band: 5

Career Track: Technical, Professional and Supervisory

Job Purpose

To manage the work & performance of the Schools Library Service Library Assistants & contracted Driver. To organise and deliver systems including financial and building management to ensure the provision of a high-quality, efficient, cost-effective service to internal and external paying customers.

Service Purpose

The Northumberland Schools Library Service is a subscription based service that works in partnership with schools and other educational settings to inspire children's reading and learning. We provide high-quality, up-to-date library resources and professional advice, offering a responsive and highly cost-effective alternative to purchasing books and resources that can quickly become outdated.

Duties and Responsibilities

People Management

- Support day-to-day management of the Schools Library Service team, including supervision, recruitment, induction, appraisal input, and staff development in line with Council policies.

Stakeholder Engagement and Communications

- Deliver high-quality, customer-focused library services, responding to feedback, enquiries, and complaints, and advising schools effectively on library stock and organisation.

Data, Insight and Reporting

- Coordinate administrative and business processes, maintaining accurate statistics, performance data, digital records, and building inventory.

Resources Management

- Lead on financial reporting, modelling, and monitoring, escalating complex or contentious contract issues with clear recommendations.

Promotion, Planning, Development, and Leadership

- Contribute to service planning and development as an active member of the SLS management team, taking county-wide responsibility for designated areas and promoting the service through communications and social media.

Project and Programme Delivery

- Work independently within schools to improve library provision through stock revision, cataloguing, classification, shelf guiding, and use of library management systems.
- Deliver training, storytelling, and reader engagement activities, and liaise with colleagues and external partners to support stock and reader development initiatives.

Safeguarding

- Ensure compliance with Health & Safety requirements, maintain secure premises, and report maintenance issues promptly.

Learning and Development

- Support the identification and delivery of team training needs and actively engage in personal professional development.

General Responsibilities

- Undertake additional duties appropriate to the role, recognising that responsibilities may evolve in response to service needs.

Work Arrangements

- Work flexibly across office and school settings, with regular travel to schools and flexible hours to meet service demands.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 3 qualification or above in a relevant subject area (e.g. education support, library services, business administration) **or equivalent relevant professional experience**.
- Evidence of **continuous professional development** relevant to library services, education support, customer services, or service management.

Knowledge

- Knowledge of the school curriculum and how library services support teaching, learning and reading development.
- Understanding of Schools Library Services and the delivery of subscription-based services to schools or educational settings.
- Working knowledge of Microsoft 365 and general office IT systems, including email, databases and spreadsheets.
- Knowledge of financial and ordering systems, or experience of working with corporate financial systems such as Oracle.
- Knowledge of health and safety requirements relevant to office, warehouse and school-based working environments.

Experience

- Experience using IT systems to support administrative processes such as ordering, receipting, record-keeping and stock or data management.
- Experience monitoring budgets, income or contracts, including producing or contributing to financial and performance information.
- Experience supporting the coordination or supervision of staff, volunteers or contractors.
- Experience working with schools, children's services or educational settings.
- Evidence of engaging in relevant professional development activity.
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Skills and Abilities

- Ability to maintain a high level of accuracy and attention to detail when working with data, records and resources.
- Ability to apply safe manual handling practices and move library resources safely when required.
- Ability to work independently and manage own workload within agreed processes and deadlines.
- Ability to travel independently to schools and other locations across the county.
- Ability to work flexibly to meet service requirements, including occasional evenings or weekends.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.

- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.

Strengths

Team Leader - You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.

Service Focused - You look for ways to serve customers putting their needs at the heart of everything you do.

Organiser - You make plans and are well prepared. You seek to maximise time and productivity.

Problem Solver - You take a positive approach to tackling problems. You find ways to identify suitable solutions.

Adaptable - You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.

Desirable

- Knowledge of and enthusiasm for children's books and reading
- Sound working knowledge of library procedures, practices and service delivery
- Knowledge of library management systems