



**NW7hub Assistant Manager
Fixed Term Contract
January 2018 - June 2019**

Reports to: NW7hub Manager
Remuneration: £11 per hour
Place of Work: NW7hub, Mill Hill Partnership Building, Hartley Avenue, NW7 2HX

Background

NW7hub is a small community based charity based in the library building in Mill Hill. In April 2017 the charity was awarded a 10-year contract by Barnet Council to run Mill Hill Library. In September 2017 the charity opened, in the same building, the Hub which comprises rooms to hire, a small cafe and gallery space. This role is integral to the interim structure put in place in order to ensure the continued success of the NW7hub charity as it establishes itself as a venue for both programmed activities and spaces to hire whilst delivering a partnership library service.

Purpose of the Role

Support the Acting NW7hub Manager in the day to day running of the NW7hub and Mill Hill Partnership Library in accordance with best practice and procedures.

Assist in the recruitment and supervision of a team of volunteers to deliver a range of activities and services for community benefit.

Guidance and Support

Support and guidance is provided by the Acting NW7hub Manager and charity Board of Trustees. Experienced volunteers in Human Resources, Health and Safety and finance also support the role.

Barnet Council provides regular visits from the Community Library Engagement Officer for library support as well as networking at meetings with others in the library service. Training is also provided from time to time by Barnet Library Services

Training

Training will be made available to fulfil this role as necessary including training on all library systems.

Key tasks

1. Manage and deliver a programme of existing services and events which meet identified needs within the local community
2. Ensure the smooth running of the Partnership Library when on duty including, but not limited to, dealing with customer queries and complaints, receiving stock, processing reservations, amending volunteer rotas, delivery of contractual activities and arranging displays
3. Set up and supervise regular and adhoc hires within the premises and ensure ready for next booking.
4. Take enquiries and network with visitors and hirers with a view to identifying new opportunities.
5. Adhere to financial systems and records including daily cashing up
6. Assist in the recruitment and supervision of a team of volunteers and staff in accordance with the NW7hub Recruitment & Diversity policies and ensure all have received the necessary training to deliver their roles.
7. Supervise on site visits from Barnet Council and their contractors who maintain the building.
8. Undertake the required daily, weekly and monthly health and safety checks on the Library building and complete associated paperwork.
9. Assist in the marketing of the NW7hub through various online and offline channels.
10. Ensure the efficient operation of the cafe including staffing and stock control. Ensure food hygiene standards are met and income and expenditure records are maintained.
11. Attend relevant internal and external meetings and events as required.
12. Adhere to NW7hub policies and procedures
13. Any other duties commensurate with the post, as agreed from time to time with Trustees

Time and Hours of Work

2 posts, one for 13 hours and one for 20 hours per week Monday – Sunday. Provisional working pattern attached, to be discussed and agreed at interview.

Additional/flexible hours may be requested from time to time to cover programming needs and absences on a discretionary basis.

PERSON SPECIFICATION

Post: Assistant NW7hub Manager

Essential	Desirable
<ul style="list-style-type: none"> • An interest in books, learning and community engagement • Experience of managing staff or volunteers • Excellent customer care skills • Excellent communication and interpersonal skills. Able to work with people from a wide range of backgrounds • Organised and able to manage time effectively-multi-tasking where necessary • Good understanding of health and safety in the workplace. • Good attention to detail • Conscientious and reliable • Flexible attitude and willingness to develop in role 	<ul style="list-style-type: none"> • Experience of working in a library setting • Knowledge of library systems and best practice

PROVISIONAL WORKING PATTERN

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Post 1: 13 Hours			13:30–17:30	13:00–18:00	14:00-18:00	
Post 2: 20 Hours	13:45–18:00	9:15-14:45			09:15–14:30	08:30–13:30

This post is subject to a DBS (Disclosure and Barring Service)