

**Manchester City Council  
Role Profile**

**Neighbourhood Delivery Assistants (Libraries) , Grade 3**

**The Neighbourhoods Service**

**Reports to:** Service Development Coordinator: Enterprise Officer

**Job Family: Corporate Organisational Support**

**Key Role Descriptors:**

Working within a support service or Centre of Excellence, the role holder will provide high-quality information and advice to enable the delivery of service and organisational objectives through the delivery of assigned work packages and projects.

The role holder will undertake a range of tasks and routine operations necessary to provide a quality customer service and will ensure the security of facilities, materials and other resources.

Work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

**Key Role Accountabilities:**

Deal efficiently and courteously with enquiries from members of the public providing effective and accurate information and advice on a range of council services, escalating queries where appropriate.

Use a range of equipment to undertake duties, ensuring that the local environment is effectively and efficiently utilised and maintained.

Undertake duties in a safe and responsible manner, in accordance with established health and safety requirements, legislation and City Council policies, practices and procedures.

Work in partnership with external agencies, organisations and other city council services to deliver a wide range of services.

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 roleholder 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 given full consideration.**

## 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.

### Creating jobs & growth

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses through new and enhanced **infrastructure**

### Places where people want to live

Create places that are **clean, green, safe** and **inclusive** with quality housing of different tenures

Good social, economic, cultural and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

**Increase recycling rates** and reduce carbon emissions

### Access to jobs for Manchester people

Maximise opportunities created by the **GM Devolution** agreement and city's capital programmes

**Reduce worklessness** by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models

**Role portfolio:**

Manchester Libraries is opening two new Enterprise Hubs in the next 12 months. The first, based in the Town Hall Extension, will open later this year followed by the second space based in Ancoats in 2024.

The Enterprise Hubs will offer affordable co-working space to local entrepreneurs, start-ups and small businesses. Along with facilities to work, there will be support led by the Business & IP Centre Manchester for start-up businesses and new entrepreneurs to develop the insight, skills and confidence they need to start and grow successful businesses. This support will include workshops, networking events and one to one help, and feature the collection of information available at the BIPC Manchester in Central Library, bringing the expertise and help to the local business community.

Along with assisting to delivering workshops and 121 support, the Manchester Libraries is opening two new Enterprise Hubs in the next 12 months. The first, based in the Town Hall Extension, will open later this year followed by the second space based in Ancoats in 2024.

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Along with assisting workshops and 121 support, they will assist the Enterprise Officer to plan and coordinate other activities in the Enterprise Hubs. These will include marketing and outreach, organising monthly workshops, project delivery, record-keeping and administration and producing quarterly reports following the UK SPF monitoring systems.

The role will also require having practical knowledge of the library service's collections and resources for businesses, and COBRA (the Complete Online Business Reference Advisor) in particular.

The role will require a high level of skills in working at front of house and will involve using specialist database systems to capture data on individual SMEs/beneficiaries and Excel.

The role will also require having practical knowledge of the library service's collections and resources for businesses, and COBRA (the Complete Online Business Reference Advisor) in particular.

The role will require a level of skills in working with Excel and will involve using specialist database systems to capture data on individual SMEs/beneficiaries

The role of Neighbourhood Delivery Assistant in Libraries is vital to delivering consistent, high quality customer-focussed service for residents and visitors. The role requires;

- providing information and dealing effectively, courteously and confidently with customer enquiries – whether face to face, over the phone, or in writing
- being confident in using a range of ICT systems, and able to assist customers with digital delivery, sometimes in pressured situations
- supporting a wide range of promotional events and activities for all ages – in libraries and occasionally elsewhere

## **Neighbourhood Delivery Assistants (Libraries) – Key Behaviours, Skills and Technical Requirements**

### **Generic Behaviours: General**

- 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
- We show that we value our differences and treat people fairly

### **Generic Skills**

#### **Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.

#### **Analytical skills**

Able to identify potential problems or errors when considering responses to situations  
And to probe to establish the true position before considering action or advice

#### **Planning and Organising**

Provides work on time and to required standard and is capable of prioritising own workload in order to meet deadlines.

#### **Problem solving and decision making**

Ability to interpret basic rules and guidelines in order to resolve queries

#### **Creative skills**

Ability to find solutions to situations that are presented of a routine nature

#### **ICT skills**

Ability to use multiple applications, systems and associated software packages

### **Technical requirements (Role Specific)**

- Experience and understanding of delivering excellent customer service.
- Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service.
- Experience of ICT and digital delivery.