



## Commercial Manager

Location: Home-based with travel

Contract:, Fixed term 12 months

Hours of work: 37.5 hours per week

Salary: £50,584 pa

Deadline for applications: 16 September 2024

### Applicant information

#### About us

Libraries Connected - [www.librariesconnected.org.uk](http://www.librariesconnected.org.uk)

Libraries Connected (formerly called The Society of Chief Librarians) has 25 years of experience as the professional body representing 175 Heads of Library Services in England, Wales, Northern Ireland and the Crown Dependencies. Libraries Connected takes a leading role in the development of public libraries, through sharing best practices, advocating for continuous improvement on behalf of local people, and leading the debate on the future of the public library service.

***Our vision is an inclusive, modern, sustainable and high-quality public library service at the heart of every community in the UK. We believe modern public libraries should be the cornerstone of the community and should deliver a diverse spectrum of local needs around information, learning, literacy, employment and digital skills, health, culture and leisure.***

Libraries Connected's role is to:

- **Represent** the public library sector nationally, regionally and locally and to communicate the value of libraries to decision makers and to a limited extent to the general public.
- **Connect** partners to local libraries, by brokering national partnerships with a wide range of partners around the delivery of services and for the attraction of funds, by working together and making optimal use of resources.
- **Improve** the provision of local public library services by developing and disseminating standards of best practice, provide training and development for library staff, facilitating a network of library leaders across the UK.
- **Drive** innovation and new thinking around the important role of libraries in a modern society.



## Libraries Connected

We are a small tightly knit team of 15 people, and work using a dispersed model according to values developed by the team.

At Libraries Connected, our ethics underpin everything we do and help us to ensure that we live our values, every day and in all areas of our work. This includes making sure that the people and organisations we work with share our values and our commitment to enriching people's lives, and that we focus on the activities that will bring the most benefit to our members.

- **We are Supportive.** We respond to the varied, emerging needs of our members and their communities to enable libraries to learn from each other, and other sector leaders, so that they can safeguard and improve their services.
- **We are Inclusive.** We work with our members and partners to design and deliver our work and to determine our strategic priorities because we are committed to representing the diverse communities and libraries which we serve.
- **We are Open.** We are in constant communication with our members and partners on all levels to learn from their experiences, reflect on our practice and develop our services. We welcome challenge and new directions for our work.
- **We are Ambitious.** We believe that libraries are an essential part of the solution to a range of society's needs. We promote innovation and collaboration to ensure that libraries are recognised locally and nationally.





## **Libraries Connected**

### **About the role**



#### **Our Commercial Team**

We have a small commercial team with big ambitions for the sector. Currently we hold a single commercial contract worth around £3m per year delivered through 12 libraries. Our aim is to reach a point where we have a menu of commercial contracts that all of our 175+ member library services can choose to benefit from according to the skills and assets of their service, their focus and strategy and of course the needs of their communities. In the current funding climate for local authorities and local government services, these contracts are not just about the income and the services they can provide, but about demonstrating nationally the power of the library sector, and how national services can be delivered locally through library services and the communities they serve.

This is a long-term aim of ours - we are seeking to build the commercial team with this role and while it is initially a 12 month contract, our hope is that with the role in place we can generate the income to sustain and build on it.



# Libraries Connected

## Job profile



**Job Title:** Commercial Manager

**Location:** Home-based with frequent travel

**Hours and salary:** 37.5 hours per week

**Contract:** Fixed term 12 months

**Salary:** £50,584 pa

**Reports To:** Commercial Director

### **Main purpose:**

Your role.

- Support the delivery of commercial projects across the library sector
- Lead the bidding process for new commercial projects
- Manage the mobilisation and setup of contracts and services
- Manage the ongoing delivery of commercial contracts and services including management reporting and contract / service optimisation to increase benefit to the libraries and sector
- Ensure appropriate agreements are in place with our network of library partners to support current and future commercial collaboration
- Ensure we have organisational documentation and accreditation in place to bid for large government contracts
- Support the development of beneficial procurement frameworks for libraries
- Support the development of commercial skills and capacity across the library sector
- Contribute to the growing commercial awareness and understanding within the organisation, its partners and its members.

### **Key relationships**

- Works with the network of library leaders who are engaged in the delivery of our commercial contracts.
- Works with the Commercial Director, Chief Executive and Commercial Subgroup to ensure effective delivery of commercial contracts across the sector, and managing commercial and financial risks
- Works with our commercial and contractual partners to deliver on contracted outcomes



## Libraries Connected

- Works with the Advocacy and Communications Manager to support ensure reputational risks are managed effectively



### About You - Person specification

#### Knowledge/ Qualifications

Essential:

- Excellent contract management with experience of managing large, distributed services within a contractual framework.
- Experience developing and improving contracts and delivery models within a contract term
- Experience identifying and developing opportunities for future contracts
- Confident communicator with the ability to communicate at all levels and summarise key information from various sources
- Skill to balance competing priorities and give clear direction to teams
- Confident user of MS Office Tools and broader business software
- Good numeracy and accounting skills

#### Behaviours/ Competencies

- Collaborative working. Takes a collaborative and open approach to working with others, actively participating in team meetings, works flexibly on projects with other team members.
- Results orientated. Works effectively under pressure to meet deadlines, able to manage own workload and set own priorities.
- Problem solving and decision making. Strong analytical skills, ability to identify new ways of working, and ability to make recommendations for future approaches, based on the learning from previous work.
- Planning and organising. Ability to manage multiple pieces of work independently, including effectively managing budgets and workflows within projects.
- Attention to detail. To maintain consistency across our brand and communications, in particular copywriting, editing and review of external resources developed by the team.



**Experience of:**

- Flexible and responsive delivery of commercial contracts, using learning from delivery to both optimise future delivery models and negotiate improved contractual terms
- Tendering / bidding for large contracts
- Risk management across commercial contracts and services
- Providing robust management information
- Managing across multiple stakeholders

**Professional skills**

- Commercial orientation. Entrepreneurial approach and ambition to grow our grant and earned income base and an ability to identify and capitalise on external opportunities

**Circumstances**

- This role will be home-based.
- Travel within the UK will be required.
- It is possible to negotiate flexible working across the week.

**How to apply**

- Please upload your CV and a covering letter, setting out relevant experience and telling us how you fit the requirements of the role description by close of business 16 September 2024
- We do not accept covering letters generated by AI

**Working Hours:** Standard working hours are 37.5 per week, and a standard work pattern of 9 am to 5.30 pm with an hour for lunch. For this role, flexible working arrangements are possible if agreed in advance, with core hours of 10 am to 12 noon, and 2 pm to 4 pm.

**Holidays:** 25 days per year (for full time roles). Carry over of holiday from one holiday year to the next is only allowed in exceptional circumstances and if agreed well in advance.

**Pension:** Employees will be auto enrolled in an approved pension scheme that is managed under a Pension Master Trust arrangement. Libraries Connected will contribute 5% of qualifying earnings and match employee contributions of 5%.

**Sick Pay:** Arrangements for payment during periods of sickness absence are as follows:

- 0 – 6 months service: Statutory Sick Pay only



## **Libraries Connected**

- 6 months to 2 years' service: 4 weeks full pay
- 2 years to 5 years' service: 4 weeks full pay & 4 weeks half pay
- More than 5 years' service: 8 weeks full pay & 8 weeks half pay.

