



Projects and Commercial Administrator

Location: Home-based with travel

Contract: Two years

Hours of work: Full time,

Salary: £31,615 per year

Deadline for applications: 16 September 2024

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About us

Libraries Connected - 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.



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- **Drive** innovation and new thinking around the important role of libraries in a modern society.

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.





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About the role



Projects and Commercial Administrator will:

Help deliver our portfolio of projects and programmes

This role will specifically include:

Supporting the development and delivery of our workforce development strategy including:

- Our EDI strategy for our organisation and library sector
- A peer mentoring scheme for heads of library service
- A leadership development programme
- Development of our online learning modules
- Supporting the development of our new Futures Lab and Data Observatory
- Support tender bids for new Commercial Contracts
- Support the setup and delivery of our Commercial Contracts and Services

Have responsibilities across the organisation including supporting finance processing.

Libraries Connected has established a Process and Administration Team (PAT) whose role is to ensure that the Libraries Connected staff receive efficient and cohesive administrative support, and that resilience is built into the administrative processes in terms of knowledge sharing, process documentation and consistency.

As a member of the Process and Administration team, this role will also have broader responsibilities across the organisation including supporting finance processing, development and maintenance of organisational systems, and the opportunities to work across a range of activities alongside the primary role.



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Reports To: Project Manager

Main purpose:

- Main activities for the role will include working with the Project and Commercial Managers to:
- Schedule and organise meetings
- Provide secretarial support including managing and circulating meetings papers and taking minutes
- Support management of project budgets and associated finance systems including raising invoices and reconciliation
- Manage event and room bookings.
- Develop and maintain organisational systems.
- Manage travel and accommodation bookings.
- Answer queries from members and project partners.
- Conduct research into library sector activity, or how to improve our systems and processes, and write options papers.

Your role

- To provide administrative support to the Project Manager and the Commercial Team
- To work with the Process and Administration Team.
- To efficiently manage and organise paperwork and relevant data to provide clear audit trails and support reporting and evaluation of events, awards, and training.
- To minute key meetings and maintain actions logs.



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- To carry out financial procedures in line with our policies, including raising invoices, processing expenses, and maintaining budget records. To organise schedules, venues, catering, travel and accommodation.
- To field queries and comments from our members, project participants and partners.
- To manage event bookings and delegate lists.
- To support research for projects and contracts
- To support project and contract reporting including collation of relevant data.
- To conduct research into how we can improve our systems and processes and write options papers.
- To provide technical support for online webinars and meetings.

Key relationships

- Reports to the Project Manager and works with them to provide high-quality project management.
- Works with the Commercial Manager and the wider Commercial Team to help secure and deliver contracts and services
- Works directly with library teams to support the setup and delivery of the contracts
- Works with the finance team and Process and Administration Team (PAT) to ensure financial processes are followed and provide support as needed.
- Works with PAT to support organisational processes.
- Supports the Libraries Connected Leadership Team.



Experience

- Supporting project, contract or service delivery in a multi-faceted administrative role.
- Managing project, contract or service documentation and setting up filing systems.
- Supporting finance processes, including raising invoices, processing expenses and debt collection.
- Following corporate procurement processes
- Organising meetings and events, including booking venues, catering and travel.
- Providing secretariat support including minute-taking and action tracking.
- Diary management of both internal and external stakeholders.
- Collation and presentation of data for various audiences.
- Identifying administrative process improvements.
- Providing tech support for online meetings and events.

Knowledge/qualifications

Essential:

Strong administrative skills.

Knowledge of project, contract or service management processes.

Experience of supporting financial processes and helping manage project budgets.

Strong IT skills including use of excel and CRMs.

Experience of collating data for project, contract or service reporting.

Desirable:

An understanding of the public libraries sector or other area of public service delivery.

Behaviours/competencies

- Behaviours/competencies
- Communicating and relationship building - Excellent verbal and written communication skills; able to build effective working relationships across a diverse group of stakeholders.
- Solutions focused - Takes a highly organised yet pragmatic approach to project management, always focused on solutions and problem solving.
- Planning and Organising - Self managing with the ability to manage multiple and very different strands of work, effectively prioritising activities, and time.
- Excellent organisational skills, with a keen attention to detail.



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- Excellent communication skills and ability to field queries and issues.
- Able to pick up new systems and platforms with ease.

Professional skills

- Professional skills
- Confident user of MS Office Tools, especially Word, Excel and PowerPoint.
- Confident use of project communication platforms, such as Basecamp.
- Confident user of finance management systems, such as Quickbooks.
- Confident user of data collection tools, such as Microsoft Forms and Survey Monkey.
- Confidently numerate, and ability to manage financial information including via spreadsheets and finance databases.

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 **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
- 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.