Library of Things Manager

Share Bristol
LIBRARY OF THINGS

Job Description

Job title	Library of Things Manager
Reports to	Operations and Development Manager
Based from either	Share Bristol Winterbourne, Winterbourne Library, Flaxpits Lane, Winterbourne, South Gloucestershire, BS36 1LA. Share Bristol Winterbourne consists of a shipping container next to Winterbourne Library. The shipping container is used for storage of our Things, whilst our lending sessions run out of the Library building during extended access hours (when no Library staff are present).
	Travel to our other sites will be required from time to time
Hours of work	Working time will primarily be around and during Share Bristol opening times for your location, including set up and pack up, with remaining hours to be carried out flexibly at mutually convenient times. Attendance at a monthly team meeting will also be required, sometimes in person, sometimes online.
	12hrs per week, including: • Monday 11.30am - 2.15pm • Wednesday 4.30pm - 7.15pm • Saturday 12.00pm - 2.45pm
	By mutual agreement, the role may include additional hours: - to attend meetings or assist at an event - at other Share Bristol locations in order to provide support for colleagues - to support with project work or administration Ad hoc overtime includes enhanced pay in lieu of annual leave.
Salary	£13.75 per hour (rising to £14.10 from April 2027). Free membership of Share Bristol.
Eligibility	Applicants must have the legal right to work in the UK and will be required to have a satisfactory Basic DBS check.
Apply	CV and cover letter to hr@sharebristol.org.uk

Job purpose

Manage your allocated Share Bristol Library of Things, ensuring it meets the needs of the local community, and work in partnership with the rest of the Share Bristol team and other stakeholders to ensure the success of our charity and our Library of Things service.

Person specification

This role is responsible for the day to day running of one of Share Bristol's Library of Things locations. Your role will be busy and varied, and include recruiting, supporting, developing and empowering volunteers, helping us engage with partner organisations in a variety of ways, managing our Thing donations and inventory, assisting current members and helping us gain new members.

Place in the team

The postholder will report to the Share Bristol Operations and Development Manager, with other key relationships being with:

- Trustees, each of which holds a portfolio of responsibilities in addition to general volunteering
- Other Library of Things Managers, sharing core responsibilities between you
- Volunteers, including Thing Technicians and Librarians of Things

Key responsibilities

The Operations and Development Manager will help the postholder prioritise tasks in the contracted hours available.

Management and leadership of a Share Bristol Library of Things location

- Coordinate and manage your Library of Things location, including:
  - ensuring the Library of Things is open and operational to schedule.
  - ensuring high standards of customer service are provided to all visitors, members and supporters, whether online or in person
  - overseeing the majority of lending sessions
  - ensuring lending sessions and other areas of work are led and/or supported by suitably skilled, trained and dedicated volunteers
  - ensuring Things to be lent out are available and well maintained
  - ordering parts, managing consumables and re-homing Things that aren't to be lent out
  - managing the return of overdue Things and the collection of late fees
  - coordinate regular stock checks, deep cleans and other ad hoc tasks
- Recruit, train, motivate and retain a team of volunteers to support Share Bristol, including through:
  - recruitment, induction, training and development activities
  - empowering leadership and support
  - modelling desired behaviours in line with our values
  - proactive communication e.g. individual check-ins, social events
- Be responsible for the safe operation of the Share Bristol location
  - ensure compliance with Health and Safety guidance, policies and legislation
  - completion and implementation of risk assessments

Person specification

    - logging of health and safety checks and incidents
    - ensuring remedial actions are taken
    - ensuring the premises are clean, tidy and well presented in line with the Share Bristol brand
    - ensuring good stocks of consumables for use on site
- Maintain good levels of competency in the operation of the Library of Things software (LendEngine) and provide induction, training, ongoing support and advice to volunteers using the systems
- Proactively promote Share Bristol to recruit new members, retain existing ones and reactivate lapsed members through effective communication and engagement through all appropriate channels
- Report on stakeholder feedback

General

- Work with our Operations and Development Manager and other Library of Things Managers to ensure consistency across our sites, and offer each other mutual support and assistance where needed
- Keep the Library of Things procedures and guidance up to date
- Help to manage the Share Bristol email inbox and provide content for newsletters and social media
- Attend meetings and training as required
- Maintain an appropriate level of confidentiality, professionalism and discretion at all times
- Comply with Share Bristol organisational policies, procedures and internal and external Codes of Conduct, regulations and laws
- Other duties consistent with the nature and grade of the role as agreed

	Essential	Desirable
Qualifications	Evidence of a good standard of general education, to include English and Maths, or equivalent by experience	Qualifications in relevant field e.g. retail, customer service, maintenance.
Experience	Experience of retail or customer service type roles where you were dealing with the public. Experience of working with volunteer teams. Experience of building effective relationships with stakeholders.	Experience of volunteering or working for a charity. Experience of being the responsible person for a building or service. Experience maintaining and repairing Things, e.g. tools.

Person specification

Skills and knowledge	Comfortable using standard computer packages, email and databases. Excellent customer service and verbal communication skills. Sound written communication skills.	Knowledge of confidentiality and data protection requirements. Knowledge of safeguarding principles.
Personal skills	Share our passion for sharing resources in the local community. Curious and not afraid of making mistakes. Committed to safeguarding, equality, diversity, sustainability and social responsibility. Internally driven with the ability and motivation to problem-solve and deliver high quality work. Excellent interpersonal skills, with ability to develop strong relationships, internally and externally. Able to work collaboratively as part of an effective team. Able to work independently on own initiative, creating plans, timetables and structures to organise work effectively, identifying conflicting demands and establishing clear priorities. Exceptional organisational skills, flexibility and a can-do attitude.	Live locally or be well connected in the local area and able to travel locally. Use of a vehicle.