



## JOB AND TASK DESCRIPTION

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**Job Title:** Manager and Head - Library, Archives and Knowledge Centre  
**Division:** Director, Communications Division  
**Grade:** G

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**Reports To:** Director, Communications Division

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### General Information

As the principal intergovernmental organisation of the Commonwealth, the Commonwealth Secretariat implements the collective decisions of its 56 member governments. The Communications Division is responsible for projecting the image of the Commonwealth and the Commonwealth Secretariat, its values and activities to member governments, the media, specialist groups, young people, and to the general public. It does this through press and media relations, publications, website management, outreach activities and audio/video productions. The Communications Division also undertakes content creation and management for the Commonwealth Secretariat's internal communications platform/intranet, COMPASS. The Library, Archive and Knowledge Centre sits alongside the Media, Digital and Publications teams within the Communications Division.

The Commonwealth Secretariat Library, Archives and Knowledge Centre, exists to service the Commonwealth Secretariat Programmes by providing them with relevant and current books, periodicals, newspapers and online information in order to assist them in carrying out their work effectively. It houses a rich collection of documentation covering an extensive subject range. The Section also provides public access to records under a 30- year rule, endeavours to preserve materials in line with global good practice and has a role in improving records management practices within the organisation. Members of the public are welcome to use the collections, particularly for material which they are unable to find elsewhere.

There are two members of staff: the Library, Archives and Knowledge Centre Manager and the Archivist & Records Officer.

### Job Summary

The Library, Archives and Knowledge Centre Manager is responsible for managing and providing efficient Library, Archival and Records Management services for the Commonwealth Secretariat. He/She provides leadership and strategic direction to the Library Team overseeing annual planning, personnel and financial management. To be effective the post-holder needs a combination of specialist expertise in Librarianship/Information Studies, the ability to network with external clients and Secretariat staff and an understanding of the areas in which the Secretariat works. The holder is the chief adviser to the Secretariat on issues around the library and archiving.

## **Task Description**

The manager undertakes work in a number of areas.

### **Management**

- Provides strategic direction and leadership for the Library & Archives
- Manages work undertaken by Library and Archives staff, including annual work plans, appraisals, staff leave, regular monitoring and preparation of rota for staff duties on enquiry desk.
- Manages the budget for library materials and for any special projects which are undertaken.
- Supervises and checks cataloguing and classification undertaken by library staff.
- Liaises with the Facilities Section on matters relating to library accommodation and furnishing
- Liaises with the IT Section on matters relating to IT equipment and software provision

### **Collection Development**

- Liaises with divisions and with individuals within the Secretariat about materials which they require. It is essential that he/she is in touch with what staff in the Secretariat's divisions are working on and is able to alert them to new material which may be of interest.
- Organises, develops and maintains a systematic up-to-date collection of books, periodicals, reports and other documentation from a wide range of issuing bodies. He/She modifies the collection according to current needs.
- Recommends and selects books, periodicals, newspapers, official publications, etc by scanning publishers' catalogues, book reviews, bibliographies and accessions lists.
- Purchases books and liaises with suppliers

### **Assistance to Users**

- Undertakes limited research for senior staff using the library's stock and online resources.
- Advises and assists staff and external users, including academics, writers and students
- Refers users to other libraries where the Secretariat does not have relevant materials

### **Development of Electronic Resources**

- Works with the team and other stakeholders in developing the use of the library management system (SOUTRON)
- Expand access to electronic and digitised resources

### **Publicity and External Relations**

- Raises the profile of the Library and Archives, both within and outside the organisation
- Builds relationships with external bodies, including librarians and Archivists with an interest in relevant subjects and areas of the Commonwealth

### **Other**

- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform other duties that may be required from time to time.

### **Qualifications and Experience**

- A degree, preferably in a subject related to the work of the Secretariat,
- A post-graduate qualification in librarianship/information or similar related studies
- Experience in the development of library management systems
- Experience in the provision of materials in electronic format
- Minimum of five years library experience at senior level (including experience of managing a small team)
- Experience of drawing and managing a small budget
- A solid understanding of the main issues in the areas of archives and records management
- Ability to catalogue and classify.

### **Desirable**

- Knowledge of the resources of other libraries
- Knowledge of the modern Commonwealth

## Competencies:

### Respect for Diversity

Works effectively with people from all backgrounds.

Treats all people with dignity and respect. Treats men and women equally.

Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.

Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.

Changes systems and processes when biases are identified

### Working with Others

Promotes teamwork and removes barriers to effective team working

Provides advice and guidance for others sensitively and where appropriate

Establishes ownership for relevant activities from the outset

Develops a wide network, including senior level contacts to facilitate activities and further own knowledge

Manages expectations of member states e.g., to ensure the alignment of what is requested and what Commonwealth Secretariat can offer

Demonstrates an ability to negotiate with and influence senior colleagues and contacts

Proactively liaises with other divisions, partners & third parties

### Managing Resources

Identifies targets for team activities and manages progress against objectives

Plans and manages activity spend accurately against budget

Takes responsibility for team activity and finds solutions to set backs in a timely and professional manner

Effectively motivates team e.g. by recognising and promoting team and individual contribution inter alia

Recognises strengths and weaknesses in others, structuring teams based on this knowledge

Drives forward results of others

Takes ownership for team wellbeing

### **Decision Making**

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

### **Accountability**

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

### **Leadership & Development**

Mentors colleagues effectively e.g. by suggesting development goals and providing on the job coaching inter alia

Provides constructive feedback to team members and colleagues with confidence and sensitivity

Actively seeks feedback on own performance and acts to modify behaviours where necessary

Inspires others through own enthusiasm

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