

LIBRARIES NI

JOB DESCRIPTION

Job Title:	Temporary Branch Library Manager
Grade:	Executive Officer
Salary:	£28,163 - £30,060 (NJC Points 13 – 17) (under review)
Hours:	20 hours Times/pattern of work to be agreed as for the place of work. Working patterns may be subject to change. All posts are temporary subject to review, not later than six months, dependent on business need. Please note this post may be extended, made permanent, or terminated for any valid reason.
Duration:	temporary subject to review pending the organisation and structure review and dependent on business need. Please note this post is for a period of six months and may be extended, made permanent, or terminated for any valid reason.
Location:	Broughshane The post holder will be based in the library listed above. The postholder will be required to work a rota comprising a mix of mornings, afternoons, evenings and weekends. This rota and/or location may be changed to meet the needs of Libraries NI. The post holder may be required to work alone at a service point. The post holder will also be required to work at any other service point from time to time to provide staff cover or for training purposes.
Responsible to:	Line Manager
Responsible for:	Up to a maximum of 15 branch library staff, (in some circumstances the supervision will be shared)
Job Purpose:	Under the direction of the Line Manager to supervise the service points on a day-to-day basis and provide direct services to the public; to assist in the development of the service to meet the learning, information, leisure and cultural needs of the local community.

MAIN DUTIES AND RESPONSIBILITIES

Core services to clients

Under the direction of the Appropriate Line Manager:

1. Ensure that all services are provided to consistently high standards and comply with current library policy and procedures with particular emphasis on;
 - a. The operation of the circulation system appropriate to the service point
 - b. Client care
 - c. Assisting clients to make best use of the library service
 - d. Providing an efficient and effective request service
 - e. Assisting clients with reference and information enquiries

- f. Providing advice and assistance on library resources within or without the service.
2. Under the direction of the relevant Officers ensure that the service is developed effectively for all client groups in the community e.g. children, adults, elderly people, people with disabilities etc. through activities to promote library materials/services, reading and literacy to the above client groups.
3. Under the direction of the appropriate officer ensure that clients have access to a suitable range of resources which meets their needs in line with the stock policy and that resources are maintained in good condition and arranged according to stock policy and agreed procedures.
4. Supervise the day-to-day delivery and routine procedures of client-focused library services in the areas of learning, information, leisure and culture.
5. Ensure that statistics and file systems are maintained as required.
6. Assist the appropriate Officer/s in promoting and marketing the library as the hub of learning, information, leisure and culture in the local community and take responsibility for routine aspects of;
 - a. maintaining and developing community information,
 - b. updating information relating to community profile,
 - c. maintaining contacts with local community groups/agencies who use library premises as out centres or for courses, meetings, exhibitions etc.,
 - d. managing the branch 'what's on' diary.
7. Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure.

Staff Management

1. Manage, supervise and appraise the senior library assistant/s, library assistants and ancillary staff at the service point.
2. Ensure the service point functions effectively by operating the timetable and duty rota.
3. Ensure time-sheets are completed and returned accurately and on time.
4. Lead and motivate staff to encourage maximum performance and provide appropriate opportunities for communication.
5. Supervise staff to ensure consistently high standards are maintained:
 - a. staff performance (including attendance, timekeeping etc.)
 - b. staff morale
 - c. staff welfare.
6. Assist relevant officers in identifying the training needs of staff and provide onsite refresher and induction training for library assistants on routine aspects of branch library work in line with library service policies.
7. Maintain current awareness on library matters through: reading the relevant literature.
8. Attendance and participation in relevant courses, conferences/etc. in compliance with Libraries NI Staff Development Policy, including Staff Appraisal.

Premises and Administration

1. Ensure the routine maintenance of library premises, maintain files and records as required and refer any problems which cannot be dealt with locally to the appropriate officer.
2. Ensure that appropriate action is taken to comply with Health and Safety requirements for the benefit of staff and clients. Notify the appropriate officer of any major issues promptly.
3. Ensure that financial procedures and record keeping are adhered to.
4. Supervise all clerical/electronic functions at the service point.
5. Ensure adequate stationery and cleaning supplies for the service point from administration Department on a regular basis.
6. Where appropriate, act as duty officer while on the premises and ensure that a duty officer rota is in place for all hours when the library is open to the public. Ensure that the duty officer secures the building and its contents and that all staff is briefed in dealing with emergencies.
7. Ensure that a booking system for facilities used by community groups is in place.
8. Ensure that all equipment is handled with care, maintained according to Libraries NI policy, properly secured and that the service point inventory is accurate and up-to-date.
9. Ensure that library guiding, signage and publicity materials are well maintained and replaced as required.
10. Ensure that the library is cleaned to a satisfactory standard and notify appropriate officer of cleaning problems.
11. Ensure that the library environment is safe, comfortable and welcoming for clients.
12. Any other duties relevant to the grade as required by the Director's or his/her designated officer from time to time.

This job description is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor prescriptive. Libraries NI reserves the right, in consultation with the post holder, to amend the job description to meet the changing needs of the organisation.

PERSON SPECIFICATION

Applicants must provide evidence that, by the closing date, they meet the following criteria:

ESSENTIAL

Qualifications and Experience

1. a minimum of two GCE A levels OR equivalent or higher qualification PLUS a minimum of two years' experience working with the public in a customer focused environment within the last five years

OR

a minimum of three years' experience, working with the public in a customer focused environment within the last six years

Experience

2. experience of contributing to the promotion and delivery of front line customer services to a diverse range of people
3. experience of using current Information Communication Technology (ICT) systems/applications in a work context
4. experience of working in partnership OR collaboration with internal and/or external customers
5. experience of working effectively within a team environment to meet organisational goals/objectives.

Other Constraints and Requirements

6. ability to work a mix of mornings, afternoons, evenings and weekends, both at base and in other service points as required to support business need
7. have no criminal record which would prevent working with children and/or adults at risk.

DESIRABLE

Experience

1. experience of managing staff.
2. experience of working in a public, academic or specialist library

The above essential criteria will be used for shortlisting purposes. If deemed necessary essential criterion 1 may be enhanced and/or Desirable criteria may be used for shortlisting.

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

It is essential that candidates provide sufficient details, using examples and dates where appropriate to demonstrate that they meet these requirements. It is not sufficient to simply list duties and responsibilities. Libraries NI will not make assumptions from the title of the post or the nature of the organisation as to the skills and experience gained. If you fail to provide sufficient detail, including the appropriate dates needed to meet the essential criteria, your application will be rejected.

SHORTLISTING

Shortlisting will be carried out on the basis of the information provided against each specific criterion as presented on the application form. Applications will first be considered against the essential criteria. Where necessary enhanced criteria and/or desirable criteria may be applied.

Only shortlisted candidates will be called to the next stage of the selection process.

SELECTION PROCESS

In addition to meeting the essential and, if applicable, desirable criteria, candidates will be expected to demonstrate during the selection process their knowledge and skills in the following key areas and draw on their personal qualities to support their answers.

Examples of the Knowledge & Skills and Personal Qualities to be demonstrated will include but not limited to:

- ability to lead, develop, manage and motivate a team.
- competence in use of MS Office, including MS Outlook, Word and Excel
- knowledge of online resources, including social media platforms
- knowledge of books and reading, library resources and ICT applications in a library context (including social media platforms).
- good organisational skills including ability to prioritise and meet competing deadlines
- ability to interpret statistical information
- problem solving skills.
- Ability to manage available resources effectively, including building maintenance, with a good working knowledge of Health and Safety responsibilities
- positive approach to customer service and engaging with customers (internal and external) through oral and verbal communication
- ability to work on own initiative and without supervision to meet targets/deadlines
- sensitive, approachable, assertive, confident
- tactful and diplomatic
- flexible
- resilient.

TERMS AND CONDITIONS

This is a temporary appointment. The successful candidate will be employed on NJC terms and conditions of service and membership of the Northern Ireland Local Government Pension Scheme is automatic for persons eligible to join. Further information about pensions is available on the NILGOSC website www.nilgosc.org.uk

Annual leave entitlement for the full leave is 23 days (pro rata for part time posts) increasing to 30 days after five years' service. In addition, there are 12 statutory holidays

Where applicable appointments will be subject to satisfactory completion of all procedural and pre-employment checks.

Where applicable successful candidates will be subject to a probationary period of six months.

An unpaid meal break of 30 minutes will normally be taken by employees who are contracted to work 4 hours or more per day.

Travelling and Subsistence

Travel expenses at rates approved by Libraries NI will be paid in respect of approved journeys necessary as an employee of Libraries NI.

Mobility Clause

The post will be located in an agreed location, or at any alternative premises as may be reasonably required and may be subject to change following consultation with the post holder.

Excess Fares

If you are an employee of Libraries NI and in receipt of excess fares, this provision will cease on appointment.