

LIBRARIES NI

JOB DESCRIPTION

Job Title:	District Officer – Fermanagh and Omagh (Temporary)
Grade:	Senior Executive Officer
Salary:	£32,597 to £36,362 (NJC points 20-25)
Hours:	36 per week Times/pattern of work to be agreed as for the place of work. This is a temporary, full-time post covering a period of absence, subject to review, dependant on business need. Please note this post may be extended, made permanent or terminated for any valid reason.
Location:	Based in Omagh Library
Responsible to:	Line manager
Responsible for:	Senior Library Assistant
Job Purpose:	The postholder will contribute to the development and delivery of innovative library services to customers. The postholder will provide specialist advice, training and support to staff customers and identified groups to assist them to meet their needs. The postholder will develop and deliver excellent customer focused services, programmes and projects. The postholder will work collaboratively and/or in partnership across Northern Ireland to meet service objectives, increase participation and to exploit library resources.

Key Result Areas:

- 1. Service Delivery
- 2. Policy Support
- 3. Staff Management and Development
- 4. Resources and Systems

MAIN DUTIES AND RESPONSIBILITIES

Under the direction of the line manager

Key Result Area 1 – Service Delivery

1. To ensure that all designated services operate to agreed service standards, deliver excellent customer service and comply with current Libraries NI policies and procedures with particular emphasis on;
 - a) the management of systems appropriate to the section,
 - b) provision of information, advice and support to library customers, partners and staff as appropriate,
 - c) advising customers and library staff on resources appropriate to their needs and assisting them to exploit the full potential of resources in all formats,
 - d) providing timely and efficient bibliographical / technical support to customers of the service to ensure that the needs of end customers are met,
 - e) development and provision of lifelong learning and other services, as appropriate, and support and guidance in their use,

- f) liaison with suppliers and internal customers on the day to day operation of library contracts and other resource management issues,
- 2. Develop and maintain Libraries NI commitment to equality and diversity in the delivery of library services participate in the development, delivery, co-ordination and review of effective services, in line with the corporate, business and service plans through;
 - a) participation in the monitoring of and reporting on targets and action plans to meet overall library objectives and implementing agreed remedial action,
 - b) identifying opportunities for service improvements, funding, income generation and partnerships, preparing reports and costed proposals,
 - c) supervision of agreed projects, in co-operation, where appropriate, with funders and partners,
 - d) delivering appropriate training to staff and customers,
 - e) participating in consultation with customers.
- 3. participate in the promotion and marketing of the service to increase participation and raise awareness of Libraries NI's key role as a resource for learning, information, cultural heritage and reading in the community to include;
 - a) development of resources for communities,
 - b) development of digital content,
 - c) planning and delivery of training, reader development, learning and information skills and cultural heritage programmes for all customers,
 - d) targeting services appropriately through partnership development
 - e) advocacy and stakeholder engagement
 - f) organisation and management of promotional events as required.
- 4. Respond to comments and complaints from the public and/or internal customers, including those regarding decisions made within policies and procedures by staff, within the guidelines of the Libraries NI complaints procedure.
- 5. Support Libraries NI commitment to equality and diversity in the delivery of library services.

Key Result Area 2 – Policy Support

- 1. Work collaboratively to support colleagues, staff and line managers to achieve service objectives.
- 2. Deputise as appropriate for the line manager as required.
- 3. Participate in the development and delivery of Libraries NI initiatives through working groups or operational teams as required.
- 4. Represent the area and/or Libraries NI at internal and/or at external meetings to coordinate agreed activities.
- 5. Contribute to the planning, delivery and evaluation of training programmes for library staff and customers as required.
- 6. Contribute to the development and implementation of overall library service objectives, in line with the corporate, business and service plans through;
 - a) carrying out research required by the line manager or the senior management team,
 - b) participating in teams and meetings as required,
 - c) participating in consultation with customers,

- d) collating and analysing management information,
- e) preparing reports and costed proposals.

7. Undertake continuing professional development in all relevant aspects of library and information management including;

- a) attendance and participation in relevant courses, training, conferences etc.,
- b) reading relevant literature,
- c) maintaining an awareness of developments in areas relevant to the section, and relate and apply this knowledge to library provision.

Key Result Area 3 – Staff Management and Development

1. Recruit, train, motivate, appraise and discipline staff.
2. Manage the performance of designated staff to ensure consistently high standards are maintained, to deliver excellent customer focused library services.
3. Provide leadership and motivation, and ensure the creation and maintenance of effective working relationships, and the health, safety and welfare of staff in compliance with legislation.
4. Ensure knowledge and skills of staff are developed and maintained through contributing to the identification of training and development needs and to the planning, delivery and evaluation of training programmes.
5. Influence positive organisational culture and support change management processes.
6. Implement relevant HR policies and procedures as required.
7. Take part in the recruitment and selection of staff to agreed levels.

Key Result Area 4 – Resources and Systems

1. Participate in collection development and management activities in respect of print, audio-visual, ephemeral and digital collections including;
 - a) assisting in the formulation, implementation and review of policies
 - b) develop and supervising processes and functions within the section, as required, in accordance with agreed policies and procedures,
 - c) resource/collection analysis,
 - d) assessment of customer needs and collection usage,
 - e) exploitation and promotion,
 - f) liaison when required with library suppliers in accordance with tender arrangements and standing orders.
2. Assist the line manager in the management and deployment of ICT, including;
 - a) the planning of ICT use to develop relevant library services,
 - b) the development, delivery and monitoring of agreed training in library management systems and ICT use,
 - c) liaison with ICT staff and service providers to identify and resolve problems and ensure continuity of service.
3. Prepare layouts, shelving plans and equipment lists as required.
4. Assist the line manager, as required, with the implementation of relevant projects.
5. Manage any delegated budget, to meet agreed Libraries NI objectives. Ensure that all financial procedures and record keeping adhere to Libraries NI policy.

6. Participate in the duty officer rota to ensure cover for all operational hours within the section. Ensure that emergency and health and safety procedures are followed and that all staff within the section are briefed in dealing with emergencies.

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.

These posts are generic in nature, are interchangeable with other SEO posts and could operate on a rotational basis.

PERSONNEL SPECIFICATION

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

Essential

Qualifications and Experience:

1. Hold a minimum of NVQ Level 3 or two GCE A Levels, or BTEC National or equivalent/higher qualifications **and** possess a minimum of two years' experience in developing and /or delivering services.

OR

Possess a minimum of three years' experience in developing and /or delivering services

2. Experience of working with internal and external customers to achieve service objectives
3. Experience of implementing policies and/or organisational strategies
4. Experience of assisting in the management of resources to support service provision.

Other Requirements and Constraints:

5. Applicants must have access to a suitable vehicle (appropriately maintained and insured for Libraries NI business) or other suitable form of transport which will enable the successful candidate to fulfil the requirements of the post to the satisfaction of Libraries NI.
6. Be able to work a mix of mornings, afternoons, evenings and weekends as required, both at base and in other service points as required
7. Have no criminal record which would prevent working with children or adults at risk.

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

Libraries NI is an equal opportunities employer. We welcome applications from all suitably qualified persons. All appointments will be made on merit.”

Where a competition identifies more appointable candidates than there are available vacancies, a Reserve List may be created in order of suitability for further appointments within Libraries NI. This may be used for up to 12 months to fill the same or like vacancies with a similar job description and personnel specification and on the same salary scale, normally within the same location/department without further testing of merit.

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.

Key Areas:

1. Service Delivery
2. Policy Support
3. Staff Management and Development
4. Resources and systems

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

- key issues, trends, developments and challenges relating to public library services
- research, analytical, problem solving and change management skills to support service innovation and improvement
- positive approach to customer service and engaging with customers (internal and external) through oral and written communication
- ability to work on own initiative and without supervision to meet targets/deadlines
- ability to manage available resources effectively
- ability to lead, develop, manage and motivate a team
- competence in use of MS Office, including MS Outlook, Word and Excel or equivalent

- awareness of Libraries NI governance structures and policies
- excellent communication skills – oral and written
- awareness of wider political, economic and social context
- empathic, approachable, assertive, confident
- tactful and diplomatic
- flexible
- resilient

TERMS AND CONDITIONS

This is a temporary appointment. The successful candidates 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 year is 24 days increasing to 31 days after five years' service. In addition, there are usually 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.

Information on the selection process is detailed in Libraries NI 'Guidance Notes for Applicants.' It is important that applicants refer to these notes when completing their application form.

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

To view Libraries NI's privacy statement please visit www.librariesni.org.uk or ask Human Resources staff for a copy.