

LIBRARIES NI

JOB DESCRIPTION

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| Job Title: | Branch Library Manager (2 posts) |
| Grade: | Executive Officer |
| Salary: | £22,627- £24,491 (NJC Points 13 – 17) |
| Hours: | 36 hours per week Times/pattern of work to be agreed as for the place of work. Working patterns may be subject to change. |
| Location: | Post 1: Kilkeel Library Post 2: Warrenpoint Library The post holder will be based at either Kilkeel Library or Warrenpoint Library. He/she 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 on-site 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.

PERSONNEL 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 in a public, academic or specialist library within the last seven years

OR

a minimum of three years' experience in a public, academic or specialist library, within the last nine years

Experience

2. experience of contributing to the promotion and delivery of library services to a diverse range of people, including children and older people, in a face to face environment
3. experience of using current Information Communication Technology (ICT) systems/applications in an information and learning context
4. experience of partnership working OR working collaboratively with others
5. experience of working in a team environment.

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.
7. have no criminal record which would prevent working with children and/or adults at risk.

DESIRABLE

1. experience of managing staff.

The above essential criteria will be used for shortlisting purposes. The shortlisting criteria may be enhanced.

NB: In addition shortlisted candidates will be expected to demonstrate the following essential requirements throughout the selection process.

Knowledge and Skills

- competence in use of MS Office, including MS Outlook, Word and Excel
- 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.

Personal Qualities and Attributes

- ability to lead, manage and motivate a team.
- 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.

The panel reserves the right to enhance the criteria if necessary

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

TERMS AND CONDITIONS

This is a permanent 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

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

Where applicable the successful candidate 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 in receipt of excess fares, this provision will cease on appointment.