

LIBRARIES NI

JOB DESCRIPTION

Job Title:	Deputy Head of Service (North and West Region)
Grade:	Senior Principal Officer 2
Salary:	£49,770 to £52,564 (NJC points 46-49)
Hours:	The normal hours of work are 36 hours per week, Monday – Friday. The post holder may be required to work outside these hours, including some evenings and occasional weekends, for which no additional remuneration will be paid.
Responsible to:	Head of Service (North and West Region)
Responsible for:	<ol style="list-style-type: none">1. Corporate, business and service planning to support the delivery of public library services for designated geographic areas and service-wide and/or specialist functions.2. Project management.3. Being a point of contact with stakeholders, politicians and the public in support of the Heads of Service and Senior Management Team.4. Providing expertise based on their professional knowledge on specific topics to the Heads of Service, Senior Management and the Board.5. The development, implementation, monitoring and evaluation of library services in relation to designated geographic areas and service-wide and/or specialist functions.6. Staff in a geographical area and staff working on designated service-wide and specialist functions.7. The efficient and effective use of resources.8. Promoting and supporting high standards of corporate governance.9. Deputising for the Head of Service.
Location:	North and West Region. The post holder will be located at a library within the geographic area, but will be expected to travel throughout Northern Ireland. They will be required to co-locate with the other Deputy Head of Service for approximately two days per week to support a cohesive service wide provision.
Job Purpose:	Under the Library Services Directorate, the Deputy Head of Service will be responsible for leading and managing a range of services in a geographical area and service wide and/or specialist functions. The post holder will be responsible for operational delivery and policy development and implementation.

They will contribute to the development and implementation of Libraries NI's corporate strategy and work with the Libraries NI Services Committee.

The post holder will be a member of Libraries NI's Senior Leadership Group and of Services Team and as such will contribute to the corporate leadership and strategic direction of Libraries NI.

The post holder will provide visible leadership, internally and externally, and maintaining high standards of governance and accountability.

The post holder will deputise for Head of Services as required.

Key Roles and Responsibilities

Geographic Area

1. Lead and manage the delivery of effective public library services in a designated geographic area in line with Libraries NI's vision, aims and objectives, ensuring that services meet statutory requirements and are relevant to the needs of local communities.
2. Support the work of the Heads of Service and Senior Management Team Directors, ensuring that all strategic proposals are connected in a manner that promotes a consistent and co-ordinated approach to the delivery of services.
3. Support the work of the Heads of Service and Senior Management Team in ensuring effective integration of the corporate and business plans with the resource allocation model.
4. In conjunction with the Heads of Service and Senior Management Team develop and implement appropriate performance indicators, benchmarks and standards to measure the quality and impact of services.
5. Monitor performance against business, service and local plans and report to the Heads of Service, Senior Management Team and Board of Libraries NI, as required.
6. Develop and implement Service and local plans for the geographic area in line with Libraries NI's Corporate and Business Plans, which incorporate agreed Departmental targets and performance indicators; monitor progress against the Plans and take necessary action where appropriate to bring about improvements.
7. Manage and direct the work of staff in the designated geographic area, ensuring appropriate levels of delegation of responsibility and accountability and the establishment of clear standards and targets for performance.
8. Ensure that the skills, competencies and knowledge of staff within the geographic area are developed to support service priorities.
9. Ensure the provision of professional library expertise in all capital development programmes.
10. Lead and manage processes for consulting and communicating with both current and nonservice users. Ensure the development and delivery of customer-focused

services that are responsive to community needs and achieve a high level of customer satisfaction.

11. Lead and manage processes to engage with statutory, voluntary, community and private sector organisations to enhance the services available.
12. Represent Libraries NI's interests on Community Planning Partnerships and other local planning forums.

Service-wide and/or Specialist Functions

Under the direction of the Line Manager:

1. Work collaboratively with other senior officers of Libraries NI to advance the vision, aims and policy objectives of Libraries NI.
2. Lead the development of policy in relation to service-wide and/or specialist functions.
3. Advise and support the Libraries NI Board and its committees on the formulation, development and implementation of policy.
4. Manage and direct the work of designated staff working on the designated service-wide and/or specialist functions, ensuring appropriate levels of delegation of responsibility and accountability and the establishment of clear standards and targets for performance.
5. Facilitate effective consultation on policy.
6. Develop relevant and timely implementation plans; monitor, review and evaluate policy implementation and use the information to inform future developments.
7. Manage multiple and/or complex projects
8. Act as a senior point of contact with stakeholders, politicians and the public in support of Services Team. The postholder will be required to represent Libraries NI's interests with a wide range of stakeholders and to engender sound and productive internal and external relationships in support of Libraries NI's business.
9. Promote Libraries NI within the local, national and international library profession. Share best practice and expertise and look for opportunities to work collaboratively to support more effective and efficient service.

Governance and Accountability

1. Provide visible leadership internally, ensure compliance with corporate governance for Libraries NI and maintain high standards of governance and accountability.
2. Support the Head of Service as the budget holder for services within the geographic area and for service wide/specialist functions, ensuring that resources are deployed in pursuance of Libraries NI's objectives and be accountable for effective financial monitoring and control.
3. Lead the development and implementation of risk management strategies within the geographic area and ensure the maintenance of relevant risk registers.

4. Lead and manage processes for ensuring continuous improvement in services and ensure that they are embedded in the geographic area and specialist/service wide functions.
5. Ensure that services provided demonstrate Libraries NI's commitment to the promotion of equality, inclusion and diversity and that policy is developed and implemented.

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 postholder, to amend the job description to meet the changing needs of the organisation.

Personnel Specification

Essential Criteria

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

Qualifications

1. Qualified to degree level with evidence of continuous professional development.

Experience

2. Have at least five years' experience in the development and delivery of library services.

Plus, provide evidence of experience in;

3. The development and implementation of new services or new approaches to service delivery and any associated policies and procedures.
4. Problem solving at an operational and strategic level.
5. Successfully prioritising and managing a diverse range of tasks within a demanding work environment, to required timeframes and quality thresholds.
6. The management and supervision of staff.
7. Acting as a role model, leading and developing teams and empowering staff.
8. Partnership working to deliver customer focused services

Other Requirements and Constraints:

9. 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.

Desirable

1. Hold a professional library qualification.

The above essential criteria will be used for shortlisting purposes. However, Libraries NI reserves the right to enhance criteria at the shortlisting stage. If deemed necessary criterion 2 above may be enhanced to seven years.

It is the applicant's responsibility to ensure the application form is fully completed. 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.

CVs and incomplete application will not be considered.

Failure to provide sufficient information in support of an application on or before the closing date will not be considered as grounds for an appeal.

Interview Criteria

In addition to meeting the essential and, if applicable, desirable criteria, shortlisted candidates will be expected to demonstrate at interview the following requirements drawing on their personal qualities to support their answer.

Knowledge & Skills:

- Current thinking in librarianship as it relates to public libraries
- Change Management
- People development
- Achieving Quality Outcomes
- Risk and Resource Management
- Strategic Planning.

Applicants may be required to make a presentation to demonstrate their understanding of the current and anticipated challenges of this role. The presentation topic will be provided in advance and candidates may make use of PowerPoint. The selection panel will wish to question candidates on the content of their presentation.

Depending on the number of candidates who meet the shortlisting criteria there may be a two stage interview process.

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****Selection Process**

Applications should be completed in conjunction with the Notes of Guidance for Applicants which may be downloaded from Libraries NI Staff [Guidance Notes for Applicants](#)

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 and/or desirable criteria may be applied.

Only shortlisted candidates will be called for interview.

****Please note that due to the current covid-19 restrictions candidates may be invited to attend for interview remotely via zoom. Details of interview arrangements will be confirmed to applicants whose application has been successfully shortlisted.**

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.

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.

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.