

LIBRARIES NI

JOB DESCRIPTION

Job Title: Belfast Central Senior Library Services Manager

Grade: Senior Admin Officer

Salary: £42,839 - £46,141 (NJC points 32-35)

Hours: 36 hours per week

The postholder will be required to work a mix of mornings, afternoons, evenings and occasional weekends, for which no additional remuneration will be paid.

Location: Belfast Central Library

Responsible to: Service Development Manager, South and East and Community Planning

Responsible for:

1. All library operations to meet the business/service plan in Belfast Central Library
2. Consultation and advocacy with customers (including potential customers) and stakeholders to maximise membership and use of the service within Belfast Central Library
3. Ensuring the provision of high-quality customer service and support within Belfast Central Library
4. Staff management and development within Belfast Central Library
5. The efficient and effective use of resources.

Job Purpose: The postholder will drive the development of Belfast Central Library and will contribute to realising the vision, develop and implement innovation in the service offer, enhance the customer experience and contribute to realising the library potential of making Belfast Central Library a go to destination. The postholder will contribute to delivering the strategic project developments of the library.

The postholder will lead the development, co-ordination and effective management of Services delivered through Belfast Central Library including Collections exploitation and lending services and will drive cultural change. The postholder will be expected to increase membership of the library and participation in events and programmes.

This post will require cross functional working, engaging with internal and external stakeholders, advising and directing working groups and project teams, collaborating with strategic partners and building strategic relationships across the city including Belfast City Council and to contribute to the achievement of libraries NI objectives in compliance with statutory requirements.

- Key Result Areas:**
1. Library Operations and Support Services
 2. Policy formulation and Implementation
 3. Staff Management and Development
 4. Management of Resources and Systems
 5. Professional Development and Awareness

SPECIFIC DUTIES AND RESPONSIBILITIES

Under the direction of the Line Manager:

1 Library Operations and Support Services

- 1.1 Provide high quality customer service throughout Belfast Central Library ensuring that services meet statutory requirements and are relevant to local communities:
 - adhere to service standards and customer care procedures; monitor and evaluate service delivery
 - ensure that the Libraries NI Marketing Strategy is implemented
 - support customers of all ages to become independent learners using physical and digital resources
 - promote and deliver access to information services, including digital information
 - promote and implement reader development, visual and oral arts initiatives
 - provide supported access to local cultural heritage resources
 - identify and advise on areas for improvement
 - maintain service at all times.
- 1.2 Consult with users and non-users to ensure that the development and delivery of customer-focused services are responsive to community needs and achieve a high level of customer satisfaction and increase participation.
- 1.3 Represent Libraries NI on appropriate working groups, interagency panels, and in meetings with statutory, voluntary and community organisations.
- 1.4 Ensure that services provided in the identified geographical area demonstrate Libraries NI's commitment to the promotion of equality, inclusion and diversity and that the policy in this area is actively implemented and developed.
- 1.5 Participate in the community planning process in conjunction with statutory, voluntary and community organisations to enhance services available in the area and promote equality, inclusion and diversity.
- 1.6 Advise the Line Manager on local developments which could provide opportunities for partnership working which meet Libraries NI's corporate aims.
- 1.7 Deliver initiatives on all aspects of building maintenance, refurbishment, minor works and other capital programmes. Act as project leader as required in co-operation with relevant Libraries NI departments and outside contractors.
- 1.8 Contribute to the development, implementation and monitoring of appropriate standards for the internal and external library environment including health and safety.

- 1.9 Maintain awareness of relevant government policies, professional developments and recognised standards of good practice and ensure that these are reflected in service development, performance measurement and benchmarking.

2 Policy Formulation and Implementation

- 2.1 Contribute to the implementation of delivery of effective library services in Belfast Central Library in line with Libraries NI's vision, aims and objectives and service delivery policies.
- 2.2 Contribute to the development of Service plans. Ensure the implementation, monitoring and review of the plans, service standards and performance indicators in line with Libraries NI's Corporate Plan and objectives.
- 2.3 Contribute as required to the development of Libraries NI's plans, initiatives and procedures.
- 2.4 Lead and participate on identified projects, staffing structures, develop project plans, implement and evaluate as required.
- 2.5 Seek, identify, build and collaborate to maintain partnerships and networks with internal and external stakeholders.

3 Staff Management and Development

- 3.1 Lead a team and direct the work of staff within Belfast Central Library:
- recruit, train, motivate, appraise and discipline staff
 - plan and co-ordinate the work of staff
 - manage the performance of the staff
 - monitor adherence to service delivery procedures and public accountability requirements and take appropriate action
 - ensure that all health and safety procedures are operated within the unit.
- 3.2 Monitor the skills, competencies and knowledge of staff and ensure they support service priorities. Contribute to the development of training programmes to meet existing and new needs and deliver as appropriate.
- 3.3 Ensure Libraries NI Communications Strategy is implemented.

4. Management of Resources and Systems

- 4.1 Manage resources in Belfast Central Library e.g. finance, staff, stock, estate, furniture, equipment and ICT within Libraries NI's governance framework.
- 4.2 Assist with the management of delegated budgets to meet agreed objectives.
- 4.3 Monitor all procedures with regard to use of library systems.
- 4.4 Carry out risk assessments and maintain relevant Risk Registers.
- 4.5 Act as duty officer for the library service as required.

5 Professional Development and Awareness

- 5.1 In line with the requirements of the post to undertake continuing professional development in all relevant aspects of library and information management, education and learning including attendance at courses and conferences as nominated by line management.
- 5.2 To maintain awareness of developments in relevant areas of library provision.

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.

PERSON SPECIFICATION

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

Essential:

Qualifications & Experience:

- 1 Hold a third or higher-level qualification and a minimum of three years' experience of the management of staff and services and resources (i.e. any of the following - physical, stock or financial)

OR

At least five years' experience of the management of staff, services and resources (i.e. any of the following - physical, stock or financial)

2. A minimum of three years' experience in the delivery and achievement of service objectives/targets in the last seven years.
3. Experience of working with internal and external stakeholders and in developing partnerships, to achieve successful outcomes.
4. Demonstrate experience of developing and delivering services to enhance the customer experience.
5. Experience of leading and/or supporting the successful implementation of organisational and/or cultural change programmes.

Other Requirements and Constraints:

- 6 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.
- 7 Ability to work a range of hours including evenings and weekends as required.
- 8 Have no criminal record which would prevent working with children or adults at risk.

Desirable

1. 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 five years and/or desirable may be used for shortlisting.

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

It is anticipated that shortlisting will take place week commencing 23 March 2026. Candidates shortlisted for interview will be invited to attend interviews week commencing 30 March 2026

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

Key Areas:

1. Library Operations and Support Services
2. Policy Formulation and Implementation
3. Staff Management and Development
4. Management of Resources and Systems
5. Professional Development and Awareness

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

- key issues, trends, developments and challenges relating to public library services
- awareness of strategies to ensure excellent customer service, increase and retain the customer base, increase participation, collection exploitation and widen access to services and programming
- research, analytical, problem solving and change management skills to support service

- excellent interpersonal skills including the ability to lead and manage a team/teams, work collaboratively with colleagues, develop strategic relationships, interact effectively with staff at all levels and to enthuse and motivate others to improve performance
- excellent communication skills (oral and written)
- awareness of the importance of advocacy and political sensitivities and excellent influencing skills
- ability to develop, promote and achieve quality outcomes
- ability to organise, prioritise, plan, and work on your own initiative within challenging timeframes
- ability to develop, implement and evaluate projects
- ability to deliver capital and minor works programmes

TERMS AND CONDITIONS

This is a full-time permanent appointment.

NB: This appointment may involve occasional late evening and weekend working, as dictated by business requirements. These arrangements are subject to review.

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 26 days (pro rata for part time posts) increasing to 32 days after five years' service. In addition, there are 12 statutory holidays.

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 26 days (pro rata for part time posts) increasing to 33 days after five years' service. In addition, there are usually 12 statutory holidays.

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

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.

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.