

LIBRARIES NI

JOB DESCRIPTION

Job Title: Mobile Library Manager/Driver
Grade: Executive Officer
Salary: £29,064 - £31,021 (NJC points 13-17)
Hours: 28 hours per week

This is a temporary post for 11 months, subject to review, dependant on business need. Please note this post may be extended, made permanent or terminated for any valid reason.

Times/pattern of work to be agreed as for the place of work. Working patterns may be subject to change.

The post holder will be based on a public mobile library. The postholder is required to work a pattern comprising a mix of mornings, afternoons, evenings and weekends. The post holder will be required to work alone. The post holder will also be required to work at other service points including branch libraries from time to time to provide emergency staff cover or for training purposes.

Location: Based in Ballymena Regional Admin Centre

Responsible to: Area Manager

Responsible for: Delivering a mobile library service in the Mid & East Antrim Area.

Job Purpose: Under the direction of the line manager the post holder will deliver on a day-to-day basis library service to the public/schools/ other centres, connecting with customers to meet the long and short term priorities of Libraries NI and to meet the community needs. The post holder will be responsible for driving, maintaining and all record keeping in accordance with the legislative requirements associated with the vehicle. The postholder will be a member of a team of front-line staff assisting the line manager and other teams in the development of library services 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 Library Management System appropriate to the service point
 - b. client care and supporting community needs
 - c. assisting clients to make use of the library service and its resources,
 - d. providing an efficient and effective request service, exploiting all the resources of the service, including the Virtual Library Service
 - e. assisting clients with reference and information enquiries
 - f. providing advice and assistance on library resources within or without the

service.

2. Assist with the planning and delivery of the programme of promotional activities to all client groups in the community e.g. children, adults, elderly people, people with disabilities through activities to promote library materials/services and reading and literacy initiatives. This includes the use of technical equipment / ICT and social media platforms.
3. To be responsible for ensuring that the vehicle maintains its daily timetable.
4. Ensure that the day-to-day routine procedures and the delivery of client-focused library services in the areas of learning, information, leisure and culture are carried out including;
 - a. shelving, tidying, maintaining books and other resources
 - b. circulation e.g. issue, discharge, and renewal procedures for all resources
 - c. operation of information communication technology relevant to the post.
5. Ensure that statistics and files are maintained as required.
6. Play an active role within the team in ensuring that all services are provided to consistently high standards and comply with current Libraries NI policy and procedures.
7. Provide the first response to comments and complaints from the public within the guidelines of the Libraries NI Complaint Procedure.
8. 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 stock policy and that resources are maintained in good condition and arranged according to stock policy and agreed procedures.

Staff Development

1. Maintain current awareness of initiatives and developments within the library service by attendance and participation in training and staff development programmes in compliance with the Libraries NI Staff Development Policy, including Staff Appraisal.
2. Co-operate as required in the introduction, development and operation of any Information Communication Technology relevant to the grade.
3. Contribute to the delivery of training in line with Libraries NI service policies.
4. As and when required allocate and supervise the work of library assistants to ensure consistently high standards are maintained and provide appropriate opportunities for communication.

Vehicles

Under the direction of the line manager the applicant will be responsible, as required for driving and operating the mobile library. In these circumstances the following will apply:

1. To be responsible for carrying out the daily checks, e.g. oil, water and fuel levels, tyre pressure etc.
2. To be responsible for the safe custody, including overnight parking, of the vehicle and spares equipment belonging to it, and to secure any property carried or stored in it.
3. To ensure that the vehicle is efficiently maintained and kept clean at all times.
4. To ensure that the vehicle is maintained in a safe and roadworthy condition and

arrange for servicing, repairs, and preparation for PSV as required.

5. To report any furniture or equipment needs to the appropriate line manager.
6. Ensure the maintenance of an orderly, safe and welcoming environment on the mobile for clients and colleagues in accordance with Libraries NI Health & Safety policies, including safe access to and from the vehicle for all client groups.
7. Assist the line manager to ensure that all equipment is handled with care, maintained according to Libraries NI policy, properly secured and that the mobile inventory is accurate and up to date.

Administration

1. Implement Libraries NI policy relating to library charges and financial/cash handling procedures.
2. To complete the daily log sheet showing distances covered, fuel and oil used etc.
3. Ensure the daily, weekly and monthly completion of standard forms/records and routines in accordance with Libraries NI policy.

Any other duties relevant to the grade as may be reasonably required by the Area Manager or their 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' customer-facing role within the last seven years **OR** a minimum of three years' experience in a customer-facing role, within the last nine years
2. current full driving licence that permits the driver to drive a vehicle up to 7.5 tonnes (C1)
3. a minimum of one years' experience of contributing to the promotion and delivery of customer services to a diverse range people, including children and older people in a face-to-face environment
4. experience of using current ICT systems/applications in an information and learning context

Knowledge and Skills

5. good organisational skills including ability to prioritise and meet competing deadlines

Other Requirements and Constraints

6. ability to work a mix of mornings, afternoons, evenings and weekends as required, both in base and at other service points
7. have no criminal record which would prevent working with children, young people and adults at risk
8. must have access to appropriate transport to meet the needs of the service.

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

DESIRABLE

1. have completed the required 35 hours training and achieved the Certificate of Professional Competence (CPC); hold a Driver Qualification Card (DQC) and digital tachograph card
2. a minimum of two years' experience in a public, academic or specialist library within the last seven years
3. relevant experience of driving of a large vehicle (up to 7.5 tonnes) within the last five years
4. Experience in managing staff.

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.

SELECTION PROCESS

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.

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

Knowledge and Skills

- knowledge of legislative requirements associated with the driving and maintenance of vehicles

- competence in use of MS Office, including MS Outlook, Word and Excel
- knowledge and interest in books and reading
- 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.

Reserve Lists

Where a competition identifies more appointable candidates than there are available vacancies, a Reserve List will be created in order of suitability for up to 12 months to fill the same job role, normally within the same location/geographical area without further testing of merit

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LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

We welcome applications from all suitably qualified persons. All appointments will be made on merit.

Guidance Notes for Applicants

Application forms should be completed in conjunction with the Notes of Guidance for Applicants which may be downloaded with the application pack from Libraries NI staff Intranet: [Guidance Notes for Applicants](#)

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

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.

Driving Test

The recommended candidate will be required to successfully complete an assessed driving test as part of their pre-employment checks.

Libraries NI complies with the AccessNI Code of Practice regarding the handling, use, storage etc. of Disclosure of Information. Applicants requiring further information on this should refer to AccessNI's website www.accessni.gov.uk

Libraries NI has adopted a 'Smoke Free Workplace Policy'.

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