

LIBRARIES NI

JOB DESCRIPTION

Job Title: Service Development Manager - Collections

Grade: Principal Officer

Salary: £48,474 - £51,515 (NJC points 40 - 43)

Hours: 36 per week

The post holder may be required to work a rota comprising a mix of mornings, afternoons and evenings. This may be changed to meet the needs of the service and may include weekend work.

Location: to be agreed

Responsible to: Deputy Head of Service

Responsible for:

1. Library Operations and Support Services
2. Policy Formulation and Strategic Planning
3. Staff Management and Development
4. Management of Resources and Systems

Job Purpose: Service Development Manager posts are currently at fifth tier level in Libraries NI. The post holder will be responsible for the management, development and delivery of services as determined by the Libraries NI Corporate Strategy.

Under the direction of the Deputy Head of Service the Service Development Manager will be expected to make a substantial contribution to the development, implementation and delivery of innovative, high quality effective and efficient library services. Service Development Managers will work collaboratively with staff including operational and specialist teams to ensure that the library service is delivered consistently and to a high standard.

The Service Development Manager will be the expert for the specific discipline and advise Services Team on all aspects of the discipline. They will also lead on the formulation implementation, monitoring and evaluation of policy in relation to a key service area and will be required to co-ordinate team(s) across Northern Ireland specialising in work associated with the key service area.

Service Development Managers will be expected to work collaboratively to ensure that library services province-wide develop in a consistent and coherent manner in line with Libraries NI aims and objectives.

They will contribute to budget management for identified areas of the service and will be expected to promote

efficiency and effectiveness in the deployment of resources. They will be required to work closely with a wide range of stakeholders and to engender sound and productive internal and external relationships in support of Libraries NI's priorities.

MAIN DUTIES AND RESPONSIBILITIES

Library Operations and Support Services

1. Provide, support and enable high quality customer service ensuring that services meet statutory requirements and are relevant to local communities.
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.
3. Represent Libraries NI on appropriate partnerships, working groups, inter-agency panels, statutory, voluntary and community organisations.
4. Ensure that services provided demonstrate Libraries NI's commitment to the promotion of equality, inclusion and diversity and the policy in this area is actively implemented and developed
5. Participate in the community planning process as appropriate in conjunction with statutory, voluntary and community organisations to enhance services available in the area and promote equality, inclusion and diversity.
6. Develop systems for monitoring and evaluating the effectiveness of services by the collation and analysis of data and by consultation with service recipients
7. Prepare and present reports to the Board and Committees, Senior Management Team and Services Team as required.

Policy Formulation and Strategic Planning

1. Lead on formulation, implementation, monitoring and evaluation of policy across Libraries NI in relation to a service area, ensuring policy is evidence-based, in line with strategic priorities and legislative requirements.
2. Contribute to the development, implementation and monitoring of the Service Plan, service standards and performance indicators in line with Libraries NI's Corporate and Business Plans.
3. Advise the line manager on developments which could provide opportunities for partnership working which meet Libraries NI's Corporate aims.
4. Identify current and future strategic options for the delivery of Libraries NI services priorities and translate strategy into practical achievable goals, driving day to day operations.
5. Ensure provision of relevant expertise in the development of services.
6. Respond to situations which have extensive policy or service implications.
7. Seek, identify, build and maintain partnerships/networks with internal and external stakeholders, statutory, voluntary and community organisations.
8. Consult with users, non-users, stakeholders, Councils, statutory, voluntary and

community organisations to assist management to identify, interpret, develop and influence future strategic direction and to support the delivery of quality services.

Staff Management and Development

1. Lead and direct the work of staff within a geographic area or support service.
2. Recruit, train, motivate, appraise and discipline staff.
3. Plan and co-ordinate the work of staff.
4. Manage the performance of staff.
5. Monitor adherence to service delivery procedures and public accountability requirements and take appropriate action.
6. Ensure that all health and safety procedures are operated and adhered to.
7. Monitor the skills, competencies and knowledge of staff and ensure they support service priorities.
8. Contribute to the development and implementation of training programmes to meet existing and new needs and deliver as appropriate to ensure staff across the service are highly trained, knowledgeable and customer focused.

Management of Resources and Systems

1. Manage related budgets and adhere to financial monitoring and control procedures.
2. Monitor all procedures with regard to use of library systems.
3. Carry out risk assessments and maintain relevant Risk Registers.
4. Act as duty officer for the library service if required.

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:

1. Qualified to degree level.

Experience:

2. Have at least three years' management experience at a senior operational level (i.e. Senior Executive Officer or above), of managing staff, resources and service delivery.
3. Experience of applying strategy to meet organisational objectives.
4. Experience of liaising/working in a partnership environment with internal and external stakeholders to achieve service objectives.
5. Experience of leading and managing organisational change in a complex organisation* to meet business objectives.

*complex organisation is one that operates across a large geographic area in a number of locations.

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 mix of mornings, afternoons, evenings and weekends both at base and in other service points as required.
8. Have no criminal record which would prevent working with children or adults at risk.

Desirable

1. Hold a professional library qualification.
2. A management qualification at certificate level or above.

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.

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.

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, without further testing of merit.

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

SHORTLISTING PROCESS

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

Interview

Shortlisted candidates will be invited to interview and will be expected to demonstrate at interview their knowledge and skills in the following key areas and draw on their personal qualities to support their answers.

Key Areas:

- Current thinking in librarianship as it relates to public libraries
- Library Operations and Support Services
- Policy Formulation and Strategic Planning
- Staff Management and Development
- Management of Resources and Systems Delivery of library services

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.

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 four 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.