

LIBRARIES NI

JOB DESCRIPTION

Job Title: Area Manager – Lisburn & Castlereagh/Armagh Banbridge and Craigavon

Grade: Assistant Principal Officer

Salary: £45,718 to £48,710 (NJC points 36-39)(Under Review)

Hours: 36 hours per week.

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

Location: Lisburn City Library

Responsible to: Service Development Manager

Responsible for:

1. All library operations to meet the business/service plan in an identified geographical area
2. Implementation, including monitoring, of a specific policy for their identified geographical area
3. Consultation and advocacy with customers (including potential customers) and stakeholders to maximise membership and use of the service in their identified geographical area
4. Ensuring the provision of high-quality customer service and support in their identified geographical area
5. Staff management and development in a designated geographical area
6. The efficient and effective use of resources.

Job Purpose: There are currently six Area Manager posts within the structure. They will be responsible for the implementation of services as determined by the Libraries NI Corporate Strategy.

Area Managers will be expected to lead the delivery of high quality, effective and efficient library services within a designated geographical area. They will also make a substantial contribution to the development and delivery of functional specialisms. The job description is generic and it is anticipated will allow for staff to be interchangeable i.e. moved from area to area or the defined geographical area to be changed to meet the needs of the service.

Area Managers will work collaboratively with other staff to ensure that the library service is delivered consistently to support Libraries NI priorities.

MAIN DUTIES AND RESPONSIBILITIES

Under the direction of the Service Development Manager:

Library Operations and Support Services

1. Provide high quality customer service throughout the identified geographical area 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.
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
3. Represent Libraries NI on appropriate working groups, interagency panels, and in meetings with statutory, voluntary and community organisations
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
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
6. Advise the Service Development Manager on local developments which could provide opportunities for partnership working which meet Libraries NI's Corporate aims
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
8. Contribute to the development, implementation and monitoring of appropriate standards for the internal and external library environment including health and safety
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.

Policy Formulation and Implementation

1. Contribute to a specific area of policy implementation for functional areas, e.g. safeguarding, customer experience and provision for identified customer groups

2. Take responsibility for the implementation of delivery of effective library services in a geographical area in line with Libraries NI's vision, aims and objectives and service delivery policies
3. Contribute to the development of Service plans. Ensure the implementation, monitoring and review of the plan, service standards and performance indicators in line with Libraries NI's Corporate Plan and objectives.
4. Contribute as required to the development of Libraries NI's plans, initiatives and procedures
5. Lead on identified projects, develop appropriate staffing structures, develop project plans, implement and evaluate as required
6. Seek, identify, build and collaborate to maintain partnerships and networks with internal and external stakeholders.

Staff Management and Development

1. Lead a team and direct the work of staff within the identified geographical area:
 - 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.
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. Ensure Libraries NI Communications Strategy is implemented.

Management of Resources and Systems

1. Manage resources in the identified geographical areas e.g. finance, staff, stock, estate, furniture, equipment and ICT within Libraries NI's governance framework
2. Manage allocated budgets and adhere to financial monitoring and control procedures
3. Monitor all procedures with regard to use of library systems
4. Carry out risk assessments and maintain relevant Risk Registers
5. Act as duty officer for the library service as 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 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, resources and services

OR

At least five years' experience of the management of staff, resources and services

2. Experience of liaising/working with internal and external stakeholders to achieve successful outcomes
3. A minimum of three years' experience in the delivery of service objectives/targets in the last seven years' and making significant improvements to the customer experience
4. Experience of leading a team(s) to support the successful implementation of organisational change programmes

Other Requirements and Constraints:

5. 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
6. Ability to work a range of hours including evenings and weekends as required
7. 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 3 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, without further testing of merit.

LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER

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

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. Key issues, trends, developments and challenges relating to Public Library Services
2. Library Operations and Support Services
3. Policy Formulation and Implementation
4. Staff Management and Development
5. Management of Resources and Systems.

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

- analytical and problem solving skills to support service improvement
- knowledge of wider political, economic and social context as it impacts on library services
- awareness of Libraries NI governance structures and policies
- excellent communication skills (oral and written)
- excellent interpersonal skills including the ability to lead and manage a team, interact effectively with staff at all levels and to enthuse and motivate others to improve performance
- ability to develop, promote and achieve quality outcomes
- self-motivated
- ability to organise and plan including the ability to prioritise and work under pressure
- change management skills.

TERMS AND CONDITIONS

This is a full-time 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

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 usually 12 statutory holidays.

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

Where applicable successful candidates 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 an employee of Libraries NI and in receipt of excess fares, this provision will cease on appointment.