

The National Library of Ireland is an Equal Opportunities Employer

Candidates' Information Booklet

Open competition for the appointment to the position of

Science and Art Attendant

(One-Year Fixed-Term)

in the

National Library of Ireland

Closing Date: 3:00 pm on 25 October 2019

The National Library of Ireland is committed to a policy of equal opportunity

Contact: HR Unit

NATIONAL LIBRARY OF IRELAND

4 KILDARE STREET,

DUBLIN 2.

Telephone: (353) 1 6030200 - URL: www.nli.ie/vacancies

Background Information

The National Library of Ireland (NLI) is the library of record for Ireland. Established in 1877, the NLI became an autonomous cultural institution on 3rd May 2005 under the National Cultural Institutions Act, 1997, with a Board and a Director who operates under the Board's overall governance. The Board, made up of a chairperson and 11 ordinary members, reports to the Minister for Culture, Heritage and the Gaeltacht. The Library employs some 90 staff who work to deliver five priorities under our current strategy, which runs from 2016-2021 - to collect, protect, connect, innovate and collaborate.

The NLI shares the story of Ireland with the world through our unique collections. We care for more than ten million items, including books, manuscripts, newspapers, photographs, prints, maps, drawings, ephemera, music and digital media. The Library's sites in Dublin, including the National Photographic Archive in Temple Bar, are open, free of charge, to all those who wish to consult and explore the collections - through reading rooms which are visitor attractions in their own right, rich and varied exhibitions, and an active public programme. A busy café is part of our offering for visitors at our main campus in Kildare Street. Further information is available at www.nli.ie.

Overview of the role

Working as part of the NLI's Estates team and currently reporting to the Senior Library Assistant for Buildings and Security, the role of the Science and Art Attendants in the National Library of Ireland is to provide excellent front of house services to visitors, ensuring an enhanced visitor experience while ensuring the safety of the visitors, collections, staff and facilities as appropriate to the role. The job holder must be fully competent and available to undertake the duties attached to the position.

The Key Competencies for effective performance as Science and Art Attendant are detailed in Appendix 1.

Panel

A panel may be formed from this competition from which further vacancies, both permanent and temporary, should they arise may be filled.

Duties and Responsibilities

Customer Service

- Proactively provide information to visitors about the NLI's exhibitions, events, activities and services;
- Staff the NLI's reception areas and cloakrooms. This will include providing services to the visitor face to face, via switchboard and telephone, and the use of IT and cloakroom equipment;
- Prepare public spaces to receive visitors and maintain the appearance of the public spaces to the highest possible standard. This will include ensuring all equipment is in working order, carrying out security/safety checks and maintaining brochure and leaflet stands and reporting faults and issues;

- Maintain a working knowledge of the exhibitions, events, activities and services in NLI.

Security and Health and Safety

- Maintain a working knowledge of and operate as appropriate the security and health and safety policies and procedures in NLI;
- In line with these policies and procedures report accidents and incidents, coordinate evacuations and operate safety equipment and provide first aid as required;
- Operate security equipment and systems which will include mobile phone, security alarm and security monitoring systems;

General

- Provide light logistical support. This will include carrying out post duties and assist in setting up rooms for events and functions;
- Any other duties that may be assigned by your manager. This will include supervising external service providers and being reassigned to other NLI sites in Dublin, as required, from time to time.

You will be required to undergo security training, health and safety training, manual handling, first aid, child protection, statutory training and any other training necessary to improve the quality and level of skills within the NLI to further develop its services.

Personal Specification

Essential Requirements

- Experience in delivering security services either as a principal duty of a role or as an element of a role;
- Experience in delivering health and safety services either as a principal duty of a role or as an element of a role;
- Experience in delivering excellent customer services working with a diverse range of customers with varied needs. Ability to anticipate customer needs and resolve customer requirements;
- Ability to communicate effectively in English, both spoken and written, and an ability to work as a member of a team;
- A commitment to personal development and a willingness to undertake training and acquire new skills;

Desirable

- Experience in using security and safety or other ICT based systems;
- Experience in a Visitor Service Environment;
- Proficiency in the Irish Language;
- Hold ECDL certificate or equivalent;
- Hold a current PSA Licence;
- Hold a First Aid qualification.

ELIGIBILITY TO COMPETE AND CERTAIN RESTRICTIONS ON ELIGIBILITY

European Economic Area Nationals

Candidates should note that eligibility to compete is open to citizens of the European Economic Area (EEA). The EEA consists of the Member States of the European Union along with Iceland, Liechtenstein and Norway. Citizens of Switzerland are also eligible to compete.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider public service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years, after which time any re-employment will require the approval of the Minister for Public Expenditure and Reform. People who availed of either of these schemes are not eligible to compete in this competition.

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. Thereafter the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility) and the Minister's consent will have to be secured prior to employment by any public service body.

Department of Environment, Community & Local Government (Circular Letter LG (P) 06/2013)

The department of Environment, Community & Local Government Circular Letter LG (P) 06/2013 introduced a Voluntary Redundancy Scheme for Local Authorities. In accordance with the terms of the Collective Agreement, Redundancy Payments to Public Servants dated 28 June 2012 as detailed above, it is a specific condition of that VER scheme that persons will not be eligible for re-employment in any Public Service body (as defined by the Financial Emergency Measures in the Public Interests Acts 2009-2011 and the Public Service Pensions (Single Scheme and Other Provisions Act 2012) for a period of 2 years from their date of departure under this Scheme. Thereafter, the consent of the Minister for Public Expenditure and Reform will be required prior to re-employment. These conditions also apply in the case of engagement/employment on a contract for service basis (either as a contractor or an employee of a contractor).

Career Breaks

Subject to satisfying the eligibility requirements, the competition is open to staff who are on a Career Break, provided their Career Break conforms to the provisions of the Department of Finance Circular 04/2013, or on secondment arrangements.

Declaration

Applicants will be required to declare whether they have previously availed of a public service scheme of incentivised early retirement and/or the collective agreement outlined above. Applicants will also be required to declare any entitlements to a Public Service pension benefit (in payment or preserved) from any other Public Service employment and/or where they have received a payment-in-lieu in respect of service in any Public Service employment.

PRINCIPAL CONDITIONS OF SERVICE

PAY: The payscale applicable to the position is as follows (rates effective from 1 September 2019) is based on the first point of the payscale for that grade:

€435.55/per week

Important Note

Entry will be at the minimum of the scale and the rate of remuneration will not be subject to negotiation and may be adjusted from time to time in line with Government pay policy.

Different terms and conditions may apply if immediately prior to appointment you are a currently serving civil or public servant.

The rate of pay offered will be payable weekly in arrears by Electronic Fund Transfer (EFT) into a bank account of your choice. Payment cannot be made until you supply an IBAN and IBIC number to the HR Unit.

Statutory deductions from salary will be made as appropriate.

You will agree that any overpayment of salary or of travel and subsistence may be deducted from future salary payments due to you in accordance with the Payment of Wages Act 1991. You will be advised in writing of the amount and details of any such overpayment and you will be given at least one week's notice of the deduction to take place, which will be deducted at an amount fair and reasonable having regards to all the circumstances.

Tenure

The appointment is to a 12-month fixed-term contract in the National Library of Ireland upon successful completion of probation period of 3 months from the date of appointment. This does not preclude an extension to the probationary period in appropriate circumstances.

During the period of probation, the appointee's performance will be subject to review by the Senior Library Assistant for Buildings and Security to determine whether they:

- (i) have performed in a satisfactory manner,
- (ii) have been satisfactory in general conduct, and
- (iii) are suitable from the point of view of health and particular regard to sick leave.

Outside Employment

The position will be whole time and the appointee may not engage in private practice or be connected with any outside business, which conflicts in any way with his/her official duties, impairs performance or compromises his/her integrity.

Organisation of Working Time Act 1997

The terms of the Organisation of Working Time Act 1997 will, where appropriate, apply to this position.

Location

The post holder will be expected to work in any National Library of Ireland Buildings.

Hours of Attendance

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 43.25 gross hours per week (37 net hours per week). It is a requirement of the role to work evenings and weekends and bank holidays on a rostered basis. Overtime, if applicable, is payable in accordance with public service rules.

Annual Leave

The annual leave allowance will be 22 working days a year. This allowance is subject to the usual conditions regarding the granting of annual leave, and is on the basis of a five day week and is exclusive of the usual public holidays.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Sick Leave

Pay during properly certified sick absence, provided there is no evidence of permanent disability for service, will apply on a pro-rata basis, in accordance with the provisions of the sick leave circulars.

Officers who will be paying Class A rate of PRSI will be required to sign a mandate authorising the Department of Social Protection to pay any benefits due under the Social Welfare Acts directly to the National Library of Ireland. Payment during illness will be subject to the officer making the necessary claims for social insurance benefit to the Department of Social Protection within the required time limits.

Superannuation and Retirement

Superannuation terms and conditions as prevailing in the National Library of Ireland, at the time of being offered an appointment. In general, and except for candidates who have worked in a pensionable (non-single scheme terms) public service job in the 26 weeks prior to appointment (see paragraph d below), this means being offered appointment based on membership of the Single Public Service Pension Scheme (“Single Scheme”).

Key provisions attaching to membership of the Single Scheme are as follows:

a. Pensionable Age

The minimum age at which pension is payable is 66 (rising to 67 and 68) in line with State Pension age changes.

b. Retirement Age

Scheme members must retire at the age of 70.

c. Pension Abatement

If the appointee was previously employed in the Civil Service and is in receipt of a pension from the Civil Service normal abatement rules will apply. However, if the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER) or the Department of Health Circular 7/2010 VER/VRS which, as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

If the appointee was previously employed in the Civil Service or in the Public Service please note that the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 includes a provision which extends abatement of pension for all Civil and Public Servants who are re-employed where a Public Service pension is in payment. This provision to apply abatement across the wider public service came into effect on 1 November 2012. **This may have pension implications for any person appointed to this position who is currently in receipt of a Civil or Public Service pension or has a preserved Civil or Public Service pension which will come into payment during his/her employment in this position.**

If the appointee was previously employed in the Civil Service and awarded a pension under voluntary early retirement arrangements (other than the Incentivised Scheme of Early Retirement (ISER), the Department of Health Circular 7/2010 VER/VRS or the Department of Environment, Community & Local Government (Circular letter LG(P) 06/2013) which as indicated above, renders a person ineligible for the competition) the entitlement to that pension will cease with effect from the date of the reappointment. Special arrangements will, however be made for the reckoning of previous service given by the appointee for the purpose of any future superannuation award for which the appointee may be eligible.

- **Department of Education and Skills Early Retirement Scheme for Teachers Circular 102/2007**

The Department of Education and Skills introduced an Early Retirement Scheme for Teachers. It is a condition of the Early Retirement Scheme that with the exception of the situations set out in paragraphs 10.2 and 10.3 of the relevant circular documentation, and with those exceptions only, if a teacher accepts early retirement under Strands 1, 2 or 3 of this scheme and is subsequently employed in any capacity in any area of the public sector, payment of pension to that person under the scheme will immediately cease. Pension payments will, however, be resumed on the ceasing of such employment or on the persons 60th birthday, whichever is the later, but on resumption, the pension will be based on the persons actual reckonable service as a teacher (i.e. the added years previously granted will not be taken into account in the calculation of the pension payment).

Ill-Health-Retirement

Please note that where an individual has retired from a Civil/Public Service body on the grounds of ill-health his/her pension from that employment may be subject to review in accordance with the rules of ill-health retirement within the pension scheme of that employment.

d. Prior Public Servants

While the default pension terms, as set out in the preceding paragraphs, consist of Single Scheme membership, this may not apply to certain appointees. Full details of the conditions governing whether or not a public servant is a Single Scheme member are given in the Public Service Pensions (Single Scheme and other Provisions) Act 2012. However the key exception case (in the context of this competition and generally) is that a successful candidate who has worked in a pensionable (non-single scheme terms) capacity in the public service within 26 weeks of taking up appointment, would in general not become a member of the Single Scheme. In this case such a candidate would instead be offered membership of the pension scheme for non-established civil servants ("Non-Established State Employee Scheme"). This would mean that the abatement provisions at (c) above would apply, and in addition there are implications in respect of pension accrual as outlined below:

e. Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

f. Pension-Related Deduction

This appointment is subject to the pension-related deduction in accordance with the Financial Emergency Measure in the Public Interest Act 2009.

For further information in relation to the Single Public Service Pension Scheme for Public Servants please see the following website: <http://www.per.gov.ie/pensions>

Secrecy, Confidentiality and Standards of Behaviour:

Official Secrecy and Integrity

During the term of the contract an appointee will be subject to the Provisions of the Official Secrets Act, 1963, as amended by the Freedom of Information Acts 1997 and 2003. The appointee will agree not to disclose to third parties any confidential information either during or subsequent to the period of employment.

Civil Service Code of Standards and Behaviour

The appointee will be subject to the Civil Service Code of Standards and Behaviour.

Character

A candidate for and any person holding the office must be of good character.

Ethics in Public Office Act 1995

The Ethics in Public Office Acts 1995 will apply, where appropriate, to this employment.

Important notice:

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

COMPETITION PROCESS

Completing the Application Form

Applications must be made on the official National Library of Ireland application form which can be found online through <http://www.nli.ie/vacancies>. Only applications submitted on a National Library of Ireland application form will be accepted. The onus is on applicants to ensure that they have submitted their applications on the correct form. A Curriculum Vitae is not required and should not be submitted.

Applicants will be short-listed on the basis of the information contained in application forms. It is the responsibility of applicants to be available for interview on the allotted time and date. Interviews are likely to be held in November 2019.

The Library reserves the right to make such enquiries as it considers necessary in relation to an applicant before making an offer of a post to him/her.

Closing Date

The closing date for receipt of applications is 3:00 p.m. on Friday 25 September 2019. **This closing date will be strictly adhered to.** Candidates should submit three hardcopies of their completed application forms by post to Human Resources Unit, National Library of Ireland, 4 Kildare Street, Dublin 2.

Format of the Competition

The format of the competition is a semi-structured interview, using the relevant competencies associated with the post and information provided through the application process. Interviews will be held in English.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the National Library may decide that a number only will be called to interview. In this respect, the National Library provide for the employment of a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be most suitable for the position. An expert board will examine the application forms against a pre-determined criteria based on the requirements for the position and decide if you will be shortlisted, relative to the other candidates applying for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather than there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Deeming of candidature to be withdrawn

Candidates who do not, when requested, furnish such evidence as the National Library of Ireland requires in regard to any matter relevant to their candidature will have no further claim to consideration.

Review Procedures in relation to the Selection Process

Requests for a review are dealt with in accordance with the "*Code of Practice: Appointment to Positions in the Civil Service and Public Service*" published by the Commission for Public Service Appointments - the Code can be accessed at www.cpsa.ie.

The National Library of Ireland will consider requests (addressed to the HR Unit) for review as follows:-

- informal process to be availed of within 5 working days of the notification of initial decision (Section 7.8 of Code) or within 2 working days of the receipt of a decision in relation to an interim stage (Section 7.9 of Code).

- Formal process: request for review must be made within 10 working days of the notification of the initial decision or if an interim stage the request for review must be received within 4 working days (Section 7.13 of Code).
- The candidate may seek to have outcome of initial review reviewed by decision arbitrator and a request to this affect should be made within 7 working days of the receipt of the outcome of the initial review (Section 7.15 of Code).

Section 8 of the Code deals with the Review/Appeals Procedures in relation to allegations of a breach of the Code of Practice.

Appendix 1

| COMPETENCIES FOR SCIENCE AND ART ATTENDANT | |
|---|---|
| Team work | |
| | <ul style="list-style-type: none">• Shows respect for and builds good working relationships with colleagues and co-workers• Plays a full and constructive part in the team• Is supportive and helpful to colleagues |
| Initiative and Problem Solving | |
| | <ul style="list-style-type: none">• Comes up with practical solutions to work problems• Is willing to be flexible within the context of the job profile and finds ways to work around a problem |
| Delivery of Results | |
| | <ul style="list-style-type: none">• Approaches and carries out all work in a thorough and organised manner• Completes work on time consistently and to a high standard |
| Customer Service & Communication Skills | |
| | <ul style="list-style-type: none">• Listens to customers and is respectful, courteous and professional• Tries to calm down difficult situations when dealing with people who are unhappy/angry• Communicates clearly and fluently |
| Drive and Commitment | |
| | <ul style="list-style-type: none">• Takes pride in a job well done, even if work is routine or less pleasant• Is interested in work and doing the job well |
| Specialist Knowledge, Expertise and Self Development | |
| | <ul style="list-style-type: none">• Develops and maintains the skills and expertise required to perform in the role effectively• Understands the importance of Security and Health & Safety in the workplace and follows safety guidelines |