



The National Library of Ireland is an Equal Opportunities Employer

### **Candidates' Information Booklet**

Open competition for the appointment to the position of  
**Visitor Programme Manager at Assistant Keeper, Grade I level**  
**in the National Library of Ireland**

Closing date for applications: **23 January 2025, at 3pm**

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

Contact: HR Department

National Library of Ireland

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Dublin 2.

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Telephone: (353) 1 6030200 | URL: [www.nli.ie/about-us/working-national-library-ireland](http://www.nli.ie/about-us/working-national-library-ireland)

## **BACKGROUND**

The National Library of Ireland (NLI) is the library of record for Ireland. Established in 1877, the NLI became an autonomous cultural institution on 3<sup>rd</sup> 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 Tourism, Culture, Arts, Gaeltacht, Sport and Media. The Library employs some 125 staff who work to deliver five priorities under our current strategy, to collect, protect, reveal, engage and innovate.

The NLI shares the story of Ireland with the world through our unique collections. We care for more than twelve 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, via rich and varied exhibitions, and by means of an active public programme. Further information is available at [www.nli.ie](http://www.nli.ie)

## **THE ROLE**

Applications are invited for the position of Visitor Programme Manager (Assistant Keeper Grade I) in the National Library of Ireland's Exhibitions, Learning & Programming Department (ELP).

The National Library of Ireland currently welcomes visitors to our exhibition sites and online, and the Visitor Programme Manager will have responsibility for developing and managing visitor experiences across the NLI and leading the teams who deliver these.

A particular focus over the next three years, alongside the management of the range of activities at existing exhibitions and buildings, will be on the planning, development and management of the visitor services in the National Library's historic West Wing, where the former Victorian bookstacks are being transformed into five floors of public space, including multiple exhibition galleries, café, retail and learning spaces.

Following the completion of the West Wing renovation, the Visitor Programme Manager will be responsible for the ongoing operation and management of visitor services at the NLI. Reporting to the Head of Exhibitions, Learning & Programming, the Visitor Programming Manager will work with colleagues across the NLI and contribute to the strategy and planning of the organisation as a senior manager within the ELP department.

## **DUTIES AND RESPONSIBILITIES**

- Designing, managing, monitoring services for visitors to all the National Library's exhibitions, currently including the National Photographic Archive, the exhibition Seamus Heaney: Listen Now Again at the Bank of Ireland Cultural and Heritage Centre, and the exhibition Yeats: The Life and Work of William Butler Yeats;
- Developing and implementing an approach to collecting, analysing, reporting on and actioning visitor feedback and satisfaction;
- Planning and co-ordinating activities with colleagues in the ELP Department, across multiple departments in the NLI, and with partners;
- Working with the ELP team to contribute to the West Wing development to ensure the needs of all visitors are central to planning and design of spaces and interpretation.
- Working with a range of organisations advocating for the needs of a diverse range of visitors in the creation of the transformed West Wing;
- Inputting into workforce planning for the West Wing and working with NLI colleagues on recruitment of new staff as required.
- Managing the ELP visitor services team to ensure customer service and visitor satisfaction is delivered to the highest standards. This will include mentoring, coaching and the identification of training and development needs aligning with current and emerging business needs.
- Procuring relevant services as required through public procurement processes.
- Representing NLI as required at external meetings/groups.

## **QUALIFICATIONS, SKILLS & EXPERIENCE REQUIRED**

### **Essential Requirements:**

- A Third Level Qualification in the humanities; and / or in management ideally specialising in Tourism, hospitality and cultural heritage management;
- Minimum of 3 years' experience of senior management within a complex organisation overseeing several locations, a hybrid team and delivering a range of online and in-person services to the public of all ages;
- Proven management experience with a large and diverse public facing team, and experience with creating and managing rotas;
- Proven experience of working and managing in a customer service environment and encouraging high standards of visitor care;
- Excellent track record of stakeholder relationship management and the ability to work well with others at all levels, including internal and external partners;
- Ability to motivate, lead and develop staff;

- A knowledge and appreciation of Irish culture and heritage, and an understanding of the NLI's role in supporting learning, scholarship and public engagement with Irish culture and heritage.
- Understanding of the Government's policies on Tourism and the projection of Irish arts, heritage and culture to a global network and the growth of Irish Studies outside the traditional Diaspora;
- Demonstrable commitment to diversity and inclusion.

### **Desirable Requirements**

- Proficiency in Irish language.
- First Aid Training

### **Personal Specification (Essential)**

- An interest in and enthusiasm for the work of the National Library of Ireland.
- Excellent organisational and prioritising skills with ability to manage complex workloads.
- Excellent analytical skills and ability to identify and implement improvements.
- Presentation skills and time management.
- Excellent interpersonal skills including the ability to work collegially within a small team environment.
- Excellent verbal and written communication skills.
- Excellent attention to detail.
- Ability to work under pressure, forward plan and meet deadlines.
- Flexible and positive attitude.
- Self-motivated and able to work on own initiative.
- Sound decision making and judgement when assessing risks.
- Initiative and drive to achieve objectives.

### **PRINCIPAL CONDITIONS OF SERVICE**

**PAY:** The payscale applicable to the position is as follows (rates effective from 1st October 2024):

#### **Personal Pension Contribution (PPC)**

The PPC pay scale will apply where the appointee is an existing civil or public servant appointed on or after 6th April 1995 and is required to make a personal pension contribution. It will also apply to new permanent employees and fixed term un-established employees.

€72,511 €74,168 €75,821 €77,481 €79,137 €79,577 €81,210 €82,904 €85,663\* €88,429\*\*

*\*LSI 1 is Long service Increment after 3 years on Max of scale*  
*\*\*LSI 2 is Long service increment after 6 years on Max of scale*

### **Non-Personal Pension Contribution (Non-PPC)**

The Non-PPC (Personal Pension Contribution) salary for the position will apply where the appointee is a civil or public servant recruited before 6th April 1995 and who is not required to make a Personal Pension Contribution.

€68,988 €70,569 €72,134 €73,715 €75,288 €76,862 €78,429 €80,020 €81,378\* €84,002\*\*

*\*LSI 1 is Long service Increment after 3 years on Max of scale.*  
*\*\*LSI 2 is Long service increment after 6 years on Max of scale.*

### **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.

Subject to satisfactory performance increments may be payable in line with current Government Policy (see Public Service Stability Agreement 2021 - 2022 paragraph 5.1 for recent changes).

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 fortnightly 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 successful candidate will be appointed to a permanent post, subject to successful completion of a 12-month probationary contract.

An appointment is made to a position in the National Library of Ireland on successful completion of a probationary contract. 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 relevant manager(s) to determine whether the appointee:

- (i) has performed in a satisfactory manner.
- (ii) has been satisfactory in general conduct.
- (iii) is suitable from the point of view of health with particular regard to sick leave.

### **Outside Employment**

The position will be full 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.

### **Location**

The successful candidate will initially be based at The National Library of Ireland premises in Kildare Street, Dublin 2, but can be based at any of the Library premises in Dublin.

### **Organisation of Working Time Act 1997**

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

### **Hours of Attendance**

Hours of attendance will be as fixed from time to time but will amount, on average, to not less than 41.25 gross hours per week (35 net hours per week).

### **Annual Leave**

The annual leave allowance will be 30 days per annum. This allowance is subject to the usual conditions regarding the granting of annual leave and is based on 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.

### **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

### How to Apply

Applicants should submit a copy of their current Curriculum Vitae with a letter of interest by e-mail to the Human Resources Unit of the National Library of Ireland at [careers@nli.ie](mailto:careers@nli.ie)

**Please note that all application documentation should be submitted in a single PDF document.**

Applicants will be short-listed on the basis of the information contained in the application form. It is the responsibility of applicants to be available for interview on the allotted time and date.

The names and contact details of two referees will be required following an interview. 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

Please note that the deadline for receipt of application forms is **23 January 2025, at 3pm.** This closing date and time will be strictly adhered to.

Canvassing will disqualify.

### Panel

A panel may be formed from this competition from which vacancies at Assistant Keeper Grade 1 level, both permanent and temporary, should they arise may be filled.

### Special Accommodations

If you require any special accommodations in relation to any aspect of this competition, please notify [hr@nli.ie](mailto:hr@nli.ie)

### Format of the Competition

The selection process for this competition may comprise of a number of elements. These may include one or more of the following: -

- Completion of an online Assessment Questionnaire;
- Online and/or paper-based assessment test(s);
- Short listing;
- Interview(s);
- Presentation/Analysis exercise;
- Work sample test or any other tests or exercises that may be deemed appropriate.

## **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](http://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 effect 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.

## **Candidate Feedback**

In accordance with the principles of the above Code of Practice, the National Library of Ireland is committed to providing clear, specific and meaningful feedback to candidates. In



this regard it is the National Library of Ireland's policy to provide written feedback to candidates. This will comprise the candidate marks from the competition, benchmarking the mark relative to the performance of other candidates and a comment from the assessment board in relation to the candidate's overall performance under each of the Capability Framework headings.

### **Access to Information**

Three copies of application material will be generated from the softcopy submitted at the time of application, to be used by the interview board. On completion of the competition **ONE** copy will be retained by the HR unit and the remaining **TWO** copies will be destroyed. Data Protection Acts 1988 - 2018 will apply.

## Appendix 1

### Visitor Programme Manager, Assistant Keeper, Grade I – Key Performance Indicators

Leadership	Actively contributes to the development of the strategies and policies of the Department/ Organisation
	Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise
	Leads and maximises the contribution of the team as a whole
	Considers the effectiveness of outcomes in terms wider than own immediate area
	Clearly defines objectives/ goals & delegates effectively, encouraging ownership and responsibility for tasks
	Develops capability of others through feedback, coaching & creating opportunities for skills development
	Identifies and takes opportunities to exploit new and innovative service delivery channels
Analysis & Decision Making	Researches issues thoroughly, consulting appropriately to gather all information needed on an issue
	Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data)
	Integrates diverse strands of information, identifying inter-relationships and linkages
	Makes clear, timely and well grounded decisions on important issues
	Considers the wider implications of decisions on a range of stakeholders
	Takes a firm position on issues s/he considers important
Management & Delivery of Results	Takes responsibility for challenging tasks and delivers on time and to a high standard
	Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances
	Ensures quality and efficient customer service is central to the work of the division
	Looks critically at issues to see how things can be done better
	Is open to new ideas initiatives and creative solutions to problems
	Ensures controls and performance measures are in place to deliver efficient and high value services
	Effectively manages multiple projects
Interpersonal & Communication Skills	Presents information in a confident, logical and convincing manner, verbally and in writing
	Encourages open and constructive discussions around work issues
	Promotes teamwork within the section, but also works effectively on projects across Departments/ Sectors
	Maintains poise and control when working to influence others
	Instills a strong focus on Customer Service in his/her area
	Develops and maintains a network of contacts to facilitate problem solving or information sharing
	Engages effectively with a range of stakeholders, including members of the public, Public Service Colleagues and the political system
Specialist Knowledge, Expertise and Self Development	Has a clear understanding of the roles objectives and targets of self and the team and how they fit into the work of the unit and Department/ Organisation
	Has a breadth and depth of knowledge of Department and Governmental issues and is sensitive to wider political and organisational priorities
	Is considered an expert by stakeholders in own field/ area

	Is focused on self-development, seeking feedback and opportunities for growth to help carry out the specific requirements of the role
Drive & Commitment to Public Service Values	Is self-motivated and shows a desire to continuously perform at a high level
	Is personally honest and trustworthy and can be relied upon
	Ensures the citizen is at the heart of all services provided
	Through leading by example, fosters the highest standards of ethics and integrity