



The National Library of Ireland is an Equal Opportunities Employer

Candidates' Information Booklet

Open competition for the formation of a panel for the role of
Visitor Experience Assistant (Specified Purpose Contract)
at Clerical Officer level,
at the Seamus Heaney: Listen Now Again Exhibition at the Bank of Ireland
Cultural and Heritage Centre

Closing date for applications: **9th May 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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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 3rd May 2005 under the National Cultural Institutions Act, 1997, with a Board and a Director who operate 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: [About | National Library of Ireland](#)

THE ROLE

The Exhibitions, Learning and Programming (ELP) department runs a busy programme welcoming visitors, delivering tours, workshops and a series of public events to a range of interest groups, as well as delivering an extensive online programme with both a regional and a worldwide reach. Visitor Experience Assistants are key to the delivery of public engagement onsite and online.

The successful candidate will work within the Seamus Heaney: Listen Now Again exhibition, located at the Bank of Ireland Cultural and Heritage Centre and contribute to its development. Visitor Experience Assistants work with the Duty Visitor Experience Manager to deliver an exemplary visitor experience by welcoming visitors to the exhibitions, providing sales in the shop, engaging with visitors in the exhibition and assisting the delivery of tours and workshops both onsite and online.

DUTIES AND RESPONSIBILITIES

Reporting to the EO Duty Visitor Experience Manager, the successful applicant's duties will include the following:

- Provide a warm and friendly welcome to all visitors to the exhibition as well as ensuring that any rules for visitors are observed;
- Proactively engage with visitors about the exhibition and respond positively to visitor concerns and queries, escalating issues appropriately.
- Reception duties and encourage visitor feedback by carrying out visitor surveys;
- Retail duties including replenishing stock and daily cash up and reconciliation;

- Prepare and provide guided tours for pre-booked groups and members of the public;
- Contributing to programme planning for the events programme and support social media for the exhibition.
- Carrying out administrative work in relation to the exhibition;
- Contributing to the production of exhibition engagement resources, in physical and digital format;
- Evening and weekend duties are an essential part of the role.

The above is a general guide to the role and is not an exhaustive description of duties which are associated with the role or tasks which may be assigned to the role of Visitor Experience Assistant in the Library.

QUALIFICATIONS, SKILLS & EXPERIENCE REQUIRED

Essential Requirements:

- NFQ Level 5 qualification or equivalent
- Experience providing excellent customer service in a public facing role, preferably in visitor attractions, heritage sites or in hospitality
- A minimum of one-year experience (paid or voluntary) in the tourism, culture or heritage sector in a public facing role;
- An ability to deliver tours and workshops remotely, online, as well as onsite;
- An interest in or willingness to learn about modern Irish literature;
- Excellent communication skills including the ability to deliver workshops, tours, and to express written information fluently and concisely;
- Excellent team-work skills, with demonstrable experience supporting a team in a busy environment;
- Excellent IT skills – a good working knowledge of Microsoft Office and other software packages.

Desirable Requirements

- A knowledge of Irish or other languages.
- Knowledge of Seamus Heaney and Irish Poetry.

PRINCIPAL CONDITIONS OF SERVICE

PAY: The payscale applicable to the position is as follows (rates effective from 1st March 2025):

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.

€590.21	€623.23	€631.62	€647.99	€672.15	€696.26	€720.35	€737.91
€757.82	€780.93	€797.18	€820.07	€842.79	€878.27	€906.13*	€918.93**

**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.

€566.00	€597.41	€605.37	€628.59	€643.89	€666.81	€689.73	€712.65
€729.11	€751.36	€770.03	€785.21	€806.82	€840.51	€867.00*	€879.23**

**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.

Candidates should note that different terms and conditions may apply if immediately prior to appointment you are a currently serving civil or public servant.

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).

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 appointment is to a specified purpose contract based at the Seamus Heaney: Listen Now Again exhibition in the Bank of Ireland Cultural and Heritage Centre, concluding when the Seamus Heaney: Listen Now Again exhibition in the Bank of Ireland Cultural and Heritage Centre concludes, on successful completion of a probationary contract for a period of twelve 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 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 Bank of Ireland (BOI) Cultural and Heritage Centre, located at Westmoreland Street, College Green, Dublin 2, but in the longer term 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 to not less than 41.25 hours (35 net hours) per week. The working week is 5 days out of 6 days Monday to Saturday. Saturday is an essential part of the terms and conditions of employment of the Visitor Experience Assistant post and is on a rostered basis.

Annual Leave

The annual leave allowance is 22 working days a year, rising to 23 working days after 5 years, 24 days after 10 years, 25 after 12 years and 26 after 14 years. 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.

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

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 their application. 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 applications is **9th May 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 applicable vacancies at Clerical Officer Grade, 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

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 [CPSA-Code-of-Practice-2022.pdf](#)

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 or within 5 working days of the receipt of a decision in relation to an interim stage.
- Formal process: request for a formal review must be made within five working days of the candidate receiving notification of either the original decision or the decision on their informal complaint.
- 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.

- The Review/Appeals Procedures in relation to allegations of a breach of the Code of Practice is also outlined.

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

One hardcopy of a CV and cover letter will be generated from the e-mail application and will be used by the interview board. Members of the interview board will receive softcopies of application material, with instructions to delete these copies as soon as the purpose for which they were required have concluded. On completion of the competition one copy of application material will be retained by the HR Unit for a minimum of one year.

All competition documents including interview notes are subject to the Freedom of Information Act. Data Protection Acts 1988 - 2018 will apply.

APPENDIX 1

Key Performance Indicators

Team work	Shows respect for colleagues and co-workers
	Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate
	Offers own ideas and perspectives
	Understands own role in the team, making every effort to play his/her part

Information Management / Processing	Approaches and delivers all work in a thorough and organised manner
	Follows procedures and protocols, understanding their value and the rationale behind them
	Keeps high quality records that are easy for others to understand
	Draws appropriate conclusions from information
	Suggests new ways of doing things better and more efficiently
	Is comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc

Delivery of Results	Takes responsibility for work and sees it through to the appropriate next level
	Completes work in a timely manner
	Adapts quickly to new ways of doing things
	Checks all work thoroughly to ensure it is completed to a high standard and learns from mistakes
	Writes with correct grammar and spelling and draws reasonable conclusions from written instructions
	Identifies and appreciates the urgency and importance of different tasks
	Demonstrates initiative and flexibility in ensuring work is delivered
	Is self-reliant and uses judgment on when to ask manager or colleagues for guidance

Customer Service & Communication Skills	Actively listens to others and tries to understand their perspectives/ requirements/ needs
	Understands the steps or processes that customers must go through and can clearly explain these
	Is respectful, courteous and professional, remaining composed, even in challenging circumstances
	Can be firm when necessary and communicate with confidence and authority
	Communicates clearly and fluently when speaking and in writing

Specialist Knowledge, Expertise and Self Development	Develops and maintains the skills and expertise required to perform in the role effectively, e.g. relevant technologies, IT systems, spreadsheets, Microsoft Office, relevant policies etc.
	Clearly understands the role, objectives and targets and how they fit into the work of the unit
	Is committed to self-development and continuously seeks to improve personal performance

Drive & Commitment to Public Service Values	Consistently strives to perform at a high level and deliver a quality service
	Serves the Government and people of Ireland
	Is thorough and conscientious, even if work is routine
	Is enthusiastic and resilient, persevering in the face of challenges and setbacks
	Is personally honest and trustworthy
	At all times, acts with integrity