



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

Science and Art Attendant

in the National Library of Ireland

Closing date for applications: **5th December 2025, at 3pm**

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

Contact: HR Department

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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 Culture, Communications and Sport. The Library employs some 130 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

Working as part of the NLI's Estates team and currently reporting to the Facilities Manager, the role of the Science and Art Attendant 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 a Science and Art Attendant are detailed in Appendix 1.

DUTIES AND RESPONSIBILITIES

The successful applicant's duties will include the following:

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, hand-held radios, security and fire alarms and security monitoring systems (including CCTV);
- To take part, if an opening is available, in the rota of the out of hours 'on-call team', which entails taking charge of the on-call phone and responding to calls from the out-of-hours contract security team and alarm notifications in the buildings, and, if and when required, to travel to the relevant Library building to manage and coordinate the response that triggered the call/ response.

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 re-assigned 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.

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 Science and Art Attendant.

QUALIFICATIONS, SKILLS & EXPERIENCE REQUIRED

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 service working with a diverse range of customers with varied needs. Ability to anticipate customer needs and resolve customer requirements;

- Ability to communicate effectively in the context of the role, 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 Requirements

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

PRINCIPAL CONDITIONS OF SERVICE

PAY: The payscale applicable to the position is as follows (rates effective from 1st August 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.

€569.34	€587.86	€619.67	€644.27	€655.34	€674.17
€690.36	€709.20	€738.86	€740.37	€759.97*	€781.13**

**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.

€547.58	€567.43	€595.02	€617.51	€635.67	€653.90
€661.19	€679.10	€707.33	€714.98	€734.14*	€751.63**

**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 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 BIC 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 position in the National Library of Ireland on successful completion of a probationary contract for a specified period 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, and
- (iii) are suitable from the point of view of health and 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 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). 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 days per annum, rising to 23 days after 5 years' service, 24 days after 10 years' service. 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 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**

Applications must be made on the official National Library of Ireland application form which can be found on our current opportunities' website.

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 shortlisted on the basis of the information contained in application form. It is the responsibility of applicants to be available for interview on the allotted time and date.

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 **5th December 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 Science and Art Attendant, 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 careers@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

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.

Science and Art Attendant– Key Performance Indicators

Teamwork	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	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	Approaches and carries out all work in a thorough and organised manner
	Completes work on time consistently and to a high standard
Customer Service & Interpersonal Skills	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	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	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