



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

**Education Assistant**

**in the National Library of Ireland**

Closing date for applications: **9<sup>th</sup> October 2026, at 3pm**

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

Contact: HR Department

National Library of Ireland

4 Kildare Street,

Dublin 2.

E-mail [careers@nli.ie](mailto:careers@nli.ie)

Telephone: (353) 1 6030200

Website: [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 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 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 <https://www.nli.ie/about-us>

## **THE ROLE**

The Exhibitions, Learning and Programming (ELP) department runs a busy programme delivering tours, workshops and a series of public events to a wide range of groups, collaborating with a number of partners and supporting exhibition spaces within the NLI complex and an external outreach programme. Working as part of the NLI's ELP team and reporting to the Assistant Keeper, Grade 2, the successful candidate will work within that ongoing programme and contribute to its development. Education Assistants are key to the delivery of the NLI's Exhibitions, Learning and Programming public engagement.

## **DUTIES AND RESPONSIBILITIES**

The successful applicant's duties will include the following tasks:

- Provision of guided tours of NLI exhibitions;
- Research, preparation, delivery and evaluation of the schools' programme, the Children and Family programme, and the Community and Lifelong Learning Programme;
- Support the running of the Poetry Aloud competition for post-primary schools;
- Involvement in the exhibition programme across the NLI's exhibition sites and online;
- Research support, proofreading and factchecking;

- Contributing to projects internally and with external stakeholders and partners;
- Contributing to coordinating and facilitating public events, activities and engagement;
- Assisting with preparation of public spaces for programme activities;
- Liaising with front of house staff around educational activities and resources;
- Carrying out administrative work in relation to education programming, activities and projects;
- Contributing to the production of worksheets, activity books, resource packs and guidelines, in physical and digital format;
- Contributing to planning for events programme;
- Evening and weekend duties are an essential part of the role.
- Any other duties that might be deemed suitable by your manager.

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 Education Assistant in the NLI.

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

### **Essential Requirements:**

- NFQ Level 5 qualification or equivalent;
- Familiarity with the mission of the National Library of Ireland;
- A knowledge and understanding of learning, the functions of exhibitions and audience-centred programming;
- A minimum of one year experience (paid or voluntary) in the culture or heritage sector in a public facing role; or a minimum of two years in a customer service role;
- A good knowledge of Irish modern history or literature;
- Excellent communication skills including the ability to deliver workshops, tours, and talks in person and online;
- Excellent IT skills – a good working knowledge of Microsoft Office and other software packages;
- Excellent team-working skills, with proven ability to develop and maintain good working relationships in a busy working environment;
- Proven planning and organising skills combined with a strong ability to take responsibility for own work in the effective delivery of results, being self-reliant and making appropriate use of initiative, judgment and flexibility to perform at a high level and deliver a quality service;
- An ability to work with diverse groups of Library users and visitors.

### **Desirable Requirements:**

- Familiarity with the range of public facing offerings in the ELP department;
- Tour guide experience – on site and online;
- Experience of event planning;
- Hands-on experience with Zoom/Microsoft Teams platforms;

- Oral and written fluency in the Irish language and the ability to deliver interactive public tours in Irish;
- Research skills to create deliverable resources from the NLI's collections.

## **PRINCIPAL CONDITIONS OF SERVICE**

**PAY:** The payscale applicable to the position is as follows (rates effective from 1st June 2026):

### **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.

|         |         |         |         |         |          |           |         |         |
|---------|---------|---------|---------|---------|----------|-----------|---------|---------|
| €611.75 | €645.43 | €654.01 | €670.69 | €695.32 | €719.93  | €744.51   | €762.42 | €782.74 |
| €806.29 | €822.89 | €846.23 | €869.42 | €905.60 | €934.03* | €958.80** |         |         |

*\*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.

|         |         |         |         |         |          |           |         |         |
|---------|---------|---------|---------|---------|----------|-----------|---------|---------|
| €587.05 | 619.09  | €627.21 | €650.90 | €666.51 | €689.89  | €713.27   | €736.65 | €753.44 |
| €776.14 | €795.18 | €810.67 | €832.71 | €867.10 | €894.09* | €917.79** |         |         |

*\*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 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 their official duties, impairs performance or compromises their 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 to not less than 41.25 hours (35 net hours) over 5 days per week. The working week is Monday to Saturday. Saturday is an essential part of the terms and conditions of employment of the Education Assistant's post and is on a rostered basis.

### **Annual Leave**

The annual leave allowance will be 22 working days a year, rising to 23 after 5 years, 24 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 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 shortlisted on the basis of the information contained in the 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 NLI reserves the right to make such enquiries as it considers necessary in relation to an applicant before making an offer of a post to them.

### **Closing Date**

Please note that the deadline for receipt of applications is **9<sup>th</sup> October 2026**, 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 Education Assistant vacancies, 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 provides 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](https://www.cpsa.ie/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 of 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                                                                                                                                                           |