



The National Library of Ireland is an Equal Opportunities Employer

## **Candidates' Information Booklet**

Open competition for the appointment to the position of

**Education Assistant**

**in the National Library of Ireland**

**(2 positions)**

**1 x full-time, permanent**

**1 x temporary (Specified Purpose Contract to cover maternity leave)**

Closing Date: 3:00pm, 24<sup>th</sup> July 2023

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](http://www.nli.ie/vacancies)

## **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 110 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 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. Further information is available at [www.nli.ie](http://www.nli.ie).

## **THE ROLE**

The Library 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 Education, Learning and Programming team and reporting to Assistant Keepers, 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 Education, Learning and Programming public engagement.

### **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**

The key responsibilities of the post currently include:

- 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 Life Long 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 fact-checking;
- Contributing to projects internally and with external stakeholders and partners;
- Contributing to co-ordinating 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;
- Any other duties that might be deemed suitable by your manager.

### **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.

**The Key Competencies for effective performance as Education Assistant are detailed in Appendix 1.**

### **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 platform;
- 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

### **ELIGIBILITY TO COMPETE AND CERTAIN RESTRICTIONS ON ELIGIBILITY**

#### **Eligible Candidates must be:**

- a) A citizen of the European Economic Area. The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- c) A non-EEA citizen who is a spouse or child of an EEA or Swiss citizen and has a stamp 4 visa; or
- d) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- e) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or Switzerland and has a stamp 4 visa.

Note in respect of UK citizens: The longstanding Common Travel Area Agreement between the UK and Ireland remains unchanged post-Brexit. Accordingly, UK citizens remain eligible to work and reside in Ireland without restriction and, as such, to make an application to compete for this competition where they meet all other qualifying eligibility criteria. Further information regarding the Common Travel Area is available [here](#).

**To qualify candidates must meet one of the citizenship criteria above by the date of any job offer.**

#### **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 payscales applicable to the position are the Clerical Officer level scales as follows (rates effective 01 March 2023):

### **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.

€519.96	€552.66	€560.96	€577.18	€601.09	€624.97	€648.84	€666.22	€685.91
€708.79	€724.90	€747.54	€770.05	€805.17	€832.78*	€845.43**		

*\*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 is as follows and applies 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.

€495.99	€527.09	€534.97	€557.97	€573.12	€595.81	€618.52	€641.20	€657.49
€679.54	€698.01	€713.03	€734.44	€767.79	€794.02*	€806.11**		

*\*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 2018-2020 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 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

### **Full-time, permanent position:**

The appointment is to an established post in the National Library of Ireland on successful completion of a probationary contract for a period of one year 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.

### **Temporary position (Specified Purpose Contract):**

The appointment is to a specified purpose contract (maternity leave cover) in the National Library of Ireland on successful completion of a probationary contract for a period of four 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 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 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.

### **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 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**

The successful candidate will be offered the appropriate 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**

### **How to Apply**

Applicants should submit a copy of their current Curriculum Vitae with a letter of interest and the names and contact details of two referees. These should be submitted by e-mail to: [careers@nli.ie](mailto:careers@nli.ie)

**Please specify in your e-mail whether your application is for the full-time, permanent position; for the temporary (specified purpose contract) position; or for both.**

**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 curriculum vitae.

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.

It is the responsibility of applicants to be available for interview on the allotted time and date.

### **Closing date**

The closing date for receipt of applications is 3:00pm, 24<sup>th</sup> July 2023. **This closing date will be strictly adhered to.**

## **Selection Methods**

The selection may include:

- shortlisting of candidates on the basis of the information contained in their application
- a competitive interview
- presentation or other 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.

### **Confidentiality**

Subject to the provisions of the Freedom of Information Act, 2014 applications will be treated in strict confidence. The Data Protection Acts 1988 – 2018 will apply.

**THREE** hardcopies will be generated from each application submitted by e-mail. Interviewers will be advised not to write comments on these hardcopies. Following the interview process, **ONE** copy will be retained in HR, and HR will destroy the remaining **TWO** copies on the completion of the competition. Candidates retain the usual access rights to information.

### **Candidates' Obligations**

Candidates should note that canvassing will disqualify and will result in their exclusion from the process.

Candidates must not:

- knowingly or recklessly provide false information;
- canvass any person with or without inducements;
- interfere with or compromise the process in any way.

### **Specific candidate criteria**

Candidates must:

- Have the knowledge and ability to discharge the duties of the post concerned;
- Be suitable on the grounds of character;
- Be suitable in all other relevant respects for appointment to the post concerned; and if successful, they will not be appointed to the post unless they:
  - Agree to undertake the duties attached to the post and accept the conditions under which the duties are, or may be required to be, performed;
  - Are fully competent and available to undertake, and fully capable of undertaking, the duties attached to the position.

## Appendix 1

<b>COMPETENCIES FOR EDUCATION ASSISTANTS</b>
<b>Team work</b>
<ul style="list-style-type: none"> <li>• Shows respect for colleagues and co-workers</li> <li>• Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate</li> <li>• Offers own ideas and perspectives</li> <li>• Understands own role in the team, making every effort to play his/her part</li> </ul>
<b>Information Management / Processing</b>
<ul style="list-style-type: none"> <li>• Approaches and delivers all work in a thorough and organised manner</li> <li>• Follows procedures and protocols, understanding their value and the rationale behind them</li> <li>• Keeps high quality records that are easy for others to understand</li> <li>• Draws appropriate conclusions from information</li> <li>• Suggests new ways of doing things better and more efficiently</li> <li>• Is comfortable working with different types of information, e.g. written, numerical, charts etc.</li> </ul>
<b>Delivery of Results</b>
<ul style="list-style-type: none"> <li>• Takes responsibility for work and sees it through to the appropriate next level</li> <li>• Completes work in a timely manner</li> <li>• Adapts quickly to new ways of doing things</li> <li>• Checks all work thoroughly to ensure it is completed to a high standard</li> <li>• Identifies and appreciates the urgency and importance of different tasks</li> <li>• Demonstrates initiative and flexibility in ensuring work is delivered</li> <li>• Is self-reliant and uses judgment on when to ask manager or colleagues for guidance</li> </ul>
<b>Customer Service &amp; Communication Skills</b>
<ul style="list-style-type: none"> <li>• Actively listens to others and tries to understand their perspectives/ requirements/ needs</li> <li>• Understands the steps or processes that customers must go through and can clearly explain these</li> <li>• Is respectful, courteous and professional, remaining composed, even in challenging circumstances</li> <li>• Communicates clearly and fluently when speaking and in writing</li> <li>• Ability to promote the National Library of Ireland across various programmes</li> </ul>
<b>Drive and Commitment</b>
<ul style="list-style-type: none"> <li>• Consistently strives to perform at a high level and deliver a quality service</li> <li>• Is thorough and conscientious, even if work is routine</li> <li>• Is resilient, persevering in the face of challenges and setbacks</li> <li>• Is personally honest and trustworthy</li> <li>• At all times, acts with integrity</li> </ul>

### **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, relevant policies etc.
- Competency in Microsoft Office and other software packages
- 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