

Inland Revenue – E-Resources Librarian

About the department and your place within it

What we do

You probably know us as the people who collect tax, but there's far more to us than that. We've moved beyond our traditional business of assessing and collecting direct taxes and providing valuation services. We're now responsible for National Insurance, making sure the National Minimum Wage is properly paid, paying tax credits and collecting student loans. Our aim is to ensure that everyone understands and receives what they are entitled to and understands and pays what they owe.

We have a turnover of over £148 billion in tax and National Insurance contributions, an annual operating budget of over £2 billion and over 40 million individual and corporate customers. We employ over 70,000 people, many of them in customer service roles, in call centres and going out visiting customers. And like most other big organisations, we employ a lot of specialists too like lawyers, economists, policy advisers and project managers. We strongly believe in developing and caring for the people who work here and are renowned for our leading edge diversity policies.

About our Departmental Library and Information Service

The Library and Information Service is committed to delivering a high quality service to colleagues across all business areas of the Inland Revenue.

The Library and Information Service is in the process of modernising its services to help meet the Department's information needs. Core to this is the use of technology to deliver content and services to meet current and future user requirements in a widely dispersed community.

The team fields enquiries from all parts of the business, however, its primary customers are currently those developing policy and providing policy advice to Ministers.

Additional library services operate within specialist areas of the business and it is a role of the Departmental Library and Information Service to develop closer working between these information units.

The Library and Information Service works closely with the Information Resources Team, which has a far reaching role aimed at enhancing the effectiveness and efficiency of frontline and policy making staff, intermediaries and as self service increases, the Department's customers. This team is headed by the Director of Information Resources and acts as a centre of excellence on the processing, management and use of data, information and knowledge in support of the Department's business activities.

About the E-resources Librarian post

Working as part of a small team supporting the Head of the Library and Information Service, the new role of E-Resources Librarian offers an opportunity to make a significant contribution to the development of information services.

The post holder will have a cross-departmental role, managing and developing the use of the library management system, Unicorn. This will involve trouble shooting as problems arise, exploiting the system to better meet our needs, developing procedures, training colleagues and being the principal Departmental contact with the software supplier.

There will be a key role to play in the evaluation and purchasing of electronic information sources, working with interested parties to assess and match their requirements. This responsibility will also include managing electronic subscriptions, raising awareness of sources and providing training sessions on the use of sources. In addition, the post holder will input into how teams can be better alerted to newly published material through the use of technology. They also will be responsible for overseeing the design and content of the Library and Information Service's Intranet site.

The post holder will need to support and actively input into other areas of the team's work. This will include responding to enquiries and assisting in the day-to-day work of the team.

What we can offer you

We offer a comprehensive benefits package that includes:

- Flexible working arrangements to suit your own circumstances wherever possible.
- Generous maternity and paternity leave.
- Interest free season ticket loan.
- Full reimbursement of your essential professional subscriptions paid during employment with us.
- A commitment to your continued professional development.
- Training route to apply for chartered status of the Chartered Institute of Library and Information Professionals (CILIP).

About you

You will:

- Have the specialist skills and knowledge applicable to the responsibilities of the post.
- Be an excellent team worker.
- Have excellent communication skills.
- Have good problem solving skills.

Terms and conditions of employment

Eligibility

To avoid possible disappointment at a later stage, we recommend that you check you are eligible before applying. The main criteria are set out in the section "About The Post".

Age

In line with our commitment to equality of opportunity we do not impose an age limit for prospective applicants for this post. However, we will normally expect successful candidates to be able to give some years service following appointment and before our maximum retirement age of 65.

Nationality

A candidate can only be recruited to the Civil Service if he or she is a:

- Citizen of the United Kingdom.
- British protected person.
- Commonwealth citizen or a citizen of the EEA.

Equal opportunities

At the Inland Revenue we welcome people from all backgrounds so that our workforce mirrors the community we serve.

Candidates with a disability

We invite you to tell us about any disability you may have and about any assistance we can give you at interview. Please complete the enclosed form if appropriate. If you are invited to interview and wish to discuss the assistance you require we would be happy to talk about particular arrangements with you nearer the time.

By disability we mean a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day-to-day activities.

Interview process

The closing date for applications is Friday 26th March.

Intelligent Resources will be conducting screening interviews, either by telephone or face to face, measuring candidates' experience against the competences listed in this brochure.

It is expected that short-listed candidates will be invited to an interview on Thursday 15th April. Candidates will be asked to give specific examples to illustrate their match against the required competences.

Salaries and other benefits

Salaries

Pay and grading in the Inland Revenue is based upon broad pay bands. There are annual salary increases based on performance. You will also benefit from guaranteed pay progression.

Pension

All new appointments are pensionable from the outset. You will normally be able to choose between two Civil Service Pension arrangements:

- Premium, a final salary occupational pension scheme with a 3.5% member contribution rate.
- Partnership Pension Account, a stakeholder pension with an employer contribution based on your age. You do not have to contribute, but if you do, we, as your employer, will match your contributions up to 3% of pensionable pay.

Full details of the choices available to you will be provided if you take up an appointment, however for further information on Civil Service pensions visit the web site www.civilservice-pensions.gov.uk.

Leave

You will have an annual leave allowance (full time equivalent) of 22 days increasing to 25 days after 1 year of qualifying service, and in addition you will receive:

- Public holidays and additional privilege days off.
- Maternity and paternity leave where appropriate.
- Special leave in the case of certain urgent family circumstances.

Other benefits

- We offer interest free loans to buy season tickets.
- We provide health screening services.
- We give you a substantial commitment to your personal training and development.

Terms of appointment

Offers of appointment will be made once all candidates have been seen and will be subject to satisfactory completion of eligibility checks. If you are offered an appointment you will receive a detailed summary of your main terms and conditions. The following notes are designed to answer the most frequent queries we receive from prospective applicants.

Relocation expenses

You will have to pay your own relocation expenses, if any, when you are first appointed. Where a residential move is required as a result of a departmental transfer during your career, a relocation package is available.

Probation

The probationary period is twelve months and you will be advised once this has been satisfactorily completed. If your probationary service is unsatisfactory your employment may be terminated. Conditions of successful completion include satisfactory attendance and conduct, and performing to the standard expected in your work.

Hours

If you work full time your working week is 36 hours excluding meal breaks. You may however, need to work more hours if your job demands it and as we may reasonably require. Your hours are worked over a 5-day week unless we agree differently.

Political activities

You will be subject to certain restrictions on national and local political activities. These include standing as a candidate in parliamentary elections, canvassing on behalf of candidates and expressing views on matters of political controversy in public speeches or publications.

Other outside activities

You should not do anything or take on any outside work which might conflict with the interests of the Inland Revenue or which is inconsistent with your official position. You may need prior permission to take on certain outside work.

About the post

Remuneration Package

Full time equivalents: Starting pay: £23,870 plus excellent pension.

Grade: Band C2.

Location

Somerset House, London, WC2.

Job Description

Duties

- Management and development of the Unicorn library management system.
- Training those employed in library and information services across the department in the use of Unicorn.
- Identification of the Department's information requirements.
- Evaluation and procurement of electronic information sources to meet user needs.
- Management and promotion of electronic information sources.
- Training users in the use of electronic information sources.
- Updating design and content of the Library and Information Service's Intranet site.
- Developing current awareness services.
- Responding to requests for information.

Summary of relationships

The jobholder will be managed by the Head of the Library and Information Service. Links will need to be built across the Department and the wider Civil Service and beyond, in particular with:

- Information Resources Team
- Other library services within the Department
- Key stake-holders and interested parties in the Department
- Colleagues involved in IT provision, Intranet management and procurement
- Information professionals in other Government Departments
- Suppliers

Experience

- You will hold a library/information or related qualification.
- You will have at least two years experience relevant to the post.

Specialist Knowledge and Personal Competences

Specialist Knowledge

You will be an experienced user of desktop applications including library management systems and electronic information sources. You will also have knowledge of or an interest in how technology can be exploited to develop the delivery of information services. You will be very good at training customers and colleagues in the use of databases/Internet and at marketing information services.

Team working

You will understand your role and the priorities of the team and will support and help colleagues in delivering the Library and Information Service. You will be able to build relationships across teams and work closely with external partners. You will actively share your ideas and knowledge.

Communicating effectively

You will identify the appropriate medium and language for your audience. You will be able to write in a well-structured manner and be confident presenting information verbally. You will ask appropriate questions to gather information and seek feedback to ensure the topic under discussion is fully understood.

Understanding and solving problems

You will identify problems and the key issues involved, alerting others where appropriate. You will think beyond the immediate issue to resolve a problem, consulting others where necessary and communicating outcomes. You will be able to identify the impacts and potential risks of any solution you have identified or recommended.

How to apply

Send your CV to Karen Crompton at Intelligent Resources.

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