



RECRUITMENT PACK

Library Service Development Lead





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ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.



A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.



A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in joining Live Borders.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

Catriona McAllister
Chief Executive
Live Borders



THE ROLE

Hours: 37 hours per week / Permanent

Location: Eddleston/Peebles or other Live Borders Locations (Relocation package may be available to the successful candidate, if required)

Salary: Grade 9 £19.17 - £20.74
(£36,976.19 - £40,006.71)

Job Description

Responsible for leading the successful delivery and development of library and information services/resources managed and provided by Live Borders. Also to provide advice and support for library service delivery, training and development provided by Library Contact Centres and other co-located sites.

Aligned with the Live Borders' Strategy, drives footfall in both physical book borrowing and engagement with online/digital and e-resources- ensuring that service delivery meets strategic, quality standards and operational objectives.

Supports the Museums, Galleries, Archives & Libraries Manager to develop and deliver services, stock development, mobile library service, learning activities and engagement through projects and social media across the Scottish Borders region.



Act as co-ordination lead and nominated manager responsible for BOOKBUG safeguarding compliance, for all Live Borders BOOKBUG activities.

KEY RESPONSIBILITIES

Service Delivery	Develop, maintain, and deliver an annual business plan for all the library sites including St Mary's Mill Libraries HQ, Library Contact Centres, co-located sites and mobile library van services.
	Accountable for targets and delivery of KPI outcomes- including sector specific data returns for all libraries, library mobile service, digital/E-resources, BOOKBUG and annual programmes of engagement & learning activities.
	Ensure that through documented service standards, libraries deliver an exceptional customer journey and customer service experience, demonstrating continuous improvement.
	Ensure that all staff develop and maintain an excellent understanding of key customers and delivering customer excellence in all aspects of service provision, bookings and access activities.
	Liaise with the Digital Services Officer and team on developing book stock and digital/E-resources through focused purchasing plans. Support the team to develop product knowledge, social media and procurement skills, for efficient stock purchasing and promotion to customers.
	Upskill all staff to be confident in use of ICT systems including use of Library Management Systems in co-located sites, in order to meet the needs of a diverse audience base, and to drive membership development, community focus and growth through promoting after-school/well-being activities, family learning, talks and literary events.
	Manage, monitor and report on library service budgets and progress in investment, grants/funding applications. Ensure agreed performance targets are achieved and new income revenue sources pursued.



	<p>Ensure all library sites including Library Contact centres, Mobile service and Co-located sites maximise their income through programming to increase footfall, plus donations, sales of photocopies/printing and income-generating events, with the support of the Museums, Galleries, Archives & Libraries Manager and other Marketing/Fundraising colleagues.</p>
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<p>People Management</p>	<p>Undertake all line management responsibilities to ensure that libraries staff are appropriately trained, supported and developed to deliver both an excellent level of customer service and deliver agreed performance/strategic targets.</p>
	<p>Ensure the organisational structure and resourcing of all the library sites/Mobile vans is fit for purpose and meets sector professional standards/SLIC recommendations on good practice.</p>
	<p>Ensure that staff adhere to HR policies and procedures for the recruitment, development and management of staff.</p>
	<p>Ensure that staff follow organisational procedures and practice in relation to communicating with their teams, Library Contact Centre SBC staff/managers and co-located partner organisations.</p>
<p>Role Specific Responsibilities</p>	<p>Ensure that staff adhere to all Health & Safety procedures, risk assessments, licencing & vehicle operator requirements and all other operational safety check guidelines. Monitor all H&S, safeguarding, licencing and compliance requirements (including audits) and ensure recommendations are implemented and incidents are reported on within agreed timescales.</p>
	<p>Provide and present reports, digital services data analysis, book stock and E-resource procurement plans as well as general professional advice on good practice to the Museums, Galleries, Archives & Libraries Manager, the Head of Cultural Services, senior management and to Board, as required.</p>
	<p>Support the Museums, Galleries, Archives & Libraries Manager in developing services at Peebles Chambers Institution colocated library/museum and participate as directed in site meetings with SBC architects & design team and partner tenants.</p>



	Provide advice, monitor staff workplans and report on major project development activities including outreach and mobile service workarounds: (remit will include sharing supervision of the co-located Peebles Museum & Library's Information & Engagement Assistants and wider staff team, with Live Borders' Exhibition & Access lead colleague, during phased refurbishment works).
	Provide lead co-ordinator role for compliance with providing BOOKBUG activities within Live Borders- including maintaining own PVG status and liaising with BOOKBUG lead officer colleague in Scottish Borders Council Education Department. Attend all BOOKBUG cpd/training activities and meetings, as Live Borders' BOOKBUG lead officer and ensure all our library BOOKBUG assistants are recruited, fully trained and PVG compliant for safeguarding purposes.

Undertake any other reasonable duties which may be requested by Live Borders

Other details:

Full driving licence

Requirement to work out of hours, evenings or weekends – occasionally. The service operates evening opening, events, occasional evening meetings with stakeholders and several libraries are open over weekends- therefore you should be prepared to address any emergency situations should they arise.

Requirement for PVG/Disclosure check – YES, PVG is a mandatory compliance requirement for BOOKBUG co-ordination.



KNOWLEDGE & EXPERIENCE

EDUCATION

Essential	Assessed	Desirable	Assessed
SCQF Level 9 or above in Library Management or equivalent Information Management qualification or willingness to obtain suitable professional qualification through distance learning)	Application	Evidence of CPD in team and library service or section management	Application/ Interview
Full driving license	Application		

EXPERIENCE

Essential	Assessed	Desirable	Assessed
3 years experience managing a library facility or library information service section	Application / Interview	Experience in managing ICT resources and projects.	Interview
People Management and staff coaching/development experience	Application / Interview		
Experience of effectively managing budgets and performance indicators	Application / Interview	Strong financial management skills	Interview
Experience of working in collaboration to deliver key outcomes	Application / Interview		
Proven ability to effectively develop strong internal and external partnerships to deliver business objectives	Application / Interview		



SKILLS AND KNOWLEDGE

Essential	Assessed	Desirable	Assessed
Strong leadership skills	Interview		
Excellent communication skills (written and verbal) at all levels	Interview	High level of self confidence	Interview
Strong people management skills	Interview		
Excellent ICT skills	Application / Interview		
First class report writing	Application		
Excellent presentation and public speaking skills	Interview		
Organisational proficiency	Application / Interview		
Strong Delegation skills	Application / Interview		
Credible and confident Coaching skills	Application / Interview		
PVG/Disclosure (essential requirement for BOOKBUG activities safeguarding compliance)	Application / Interview		



KEY

App – Application; **Int** – Interview; **Ref** – Reference; **Test** – Test

OTHER DETAILS

- Undertake any other reasonable duties which may be requested by Live Borders
- Requirement to work out with normal hours (evenings/weekends): Occasional, by arrangement
- Full UK Driving Licence and access to vehicle essential.
- Live Borders offers a flexible working environment, with a hybrid approach.

PACKAGES & BENEFITS

Pension: Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

Holidays: Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.



Cyclescheme: Saves the employee tax and NI contributions on the purchase of a new bike and accessories

Help@Hand: Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including -

- Counselling and legal information
- Financial Support
- Remote GPs: where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts - access savings and rewards across a variety of big brands

NEXT STEPS

If you would like more information or an informal chat about the role, please contact Fiona Colton fcolton@liveborders1.org.uk

If you would like to apply for this post, head to <https://liveborders.bamboohr.com/careers>



Hours: 37 hours per week / Permanent

Location: Eddleston/Peebles or other Live Borders

Locations (Relocation package may be available to the successful candidate, if required)

Salary: Grade 9 £19.17 - £20.74
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Closing Date: Monday 13th April 2026

Interviews Scheduled for: Monday 21st April 2026

The selection process can include different forms of assessment along with a formal interview. You will be advised of this if your application is successful.

If you have a disability and need assistance in completing your application form, please contact our people team recruitment@liveborders.org.uk to discuss your needs.

We look forward to receiving your completed application.