

LIBRARY AND INFORMATION ASSISTANT – PERSON SPECIFICATION

| | Essential | Desirable |
|--------------------------------------|---|---------------------------------------|
| 1. Educational Qualifications | <p>Education to GCSE level or equivalent including English and Mathematics.</p> <p>Evidence of a commitment to continuing professional development.</p> | |
| 2. Work Experience | <p>Ability to use IT packages such as Microsoft Outlook, Excel and Word</p> <p>Experience of working in a fast changing customer focused environment</p> <p>Ability to problem solve.</p> <p>Flexible and adaptable.</p> | Worked in a busy Library environment. |
| 3. Skills | <p>Displays empathy and patience with customers and has knowledge of techniques for dealing with challenging behaviours.</p> <p>Excellent communication and interpersonal skills.</p> <p>You understand and are attentive to the needs of the customers.</p> <p>Self-motivated and drive.</p> <p>Excellent organisational skills.</p> <p>The ability to work well as part of a team and on your own initiative.</p> | |

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| | The ability to plan and organise your work and manage your time effectively. | |
| 4. Other | <p>You have a wide knowledge of and enthusiasm for books/ reading and an ability to engage with adults and children to promote reading for pleasure and for informal learning.</p> <p>You are committed to the protection and safeguarding of children, young people and vulnerable adults.</p> <p>You understand the principles of the Data Protection, Freedom of Information, Health & Safety in the workplace and Equality and Diversity Acts.</p> <p>Driving licence and vehicle.</p> | |
| <ul style="list-style-type: none"> • This position is subject to a Disclosure Barring Service check. | | |