**Person Specification**

**Job title: Library Engagement Assistant**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria**  | **Method of Assessment**  |
| **Qualifications /** **Professional Registration/** **Membership**     |  3 GCSE’s at Grade 4 / Grade C or above including Maths and English Or level 2 Functional Skills qualification or equivalent in Maths and English.    |  Application Form  |
| **Experience**   | 1.Experience in customer service welcome, though not essential to start  | Application Form/Interview   |
| 2. Experience of team work welcome and working independently to achieve an outcome preferable   | Application Form/Interview   |
| **Skills, Knowledge, Ability**  | 1.Good communication skills. Polite and sociable. Able to share information, written or verbal in person, over the phone or other means   |  Application Form/Interview   |
| 2. Understand the role of Library Services. Ability to develop knowledge, experience of  Modern Public Library Services within the context of local, national and international policies and strategic developments   | Application Form/Interview   |
| 3. ICT Skills. Ability to create documents, input correct data, record information and support customers to use digital services  | Application Form/Interview   |
| 4.Motivated to deliver positive outcomes. The candidate has a positive view and proactively works with others to find solutions to any issues  |  Application Form/Interview   |
| 5.Manage busy workload whilst maintaining accuracy and detail. The candidate can learn to balance busy work loads, different tasks, working at a steady pace but maintains accuracy and detail  | Application Form/Interview   |
| **Work Related Circumstances/** **Values of the Council**    | Commitment to Equal Opportunities   | Application Form/Interview   |
| Compliance with health and safety rules, regulations, and legislation   |  Application Form/Interview   |
| Ability to meet the travel requirements of the role  | Application Form/Interview   |