

## Person Specification

### Service Delivery Specialist



#### Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

##### Essential

- Experience of working in libraries and/or managing similar customer focussed services
- Experience of leading a team and taking measures to improve performance both on a service and individual level
- Able to manage competing priorities and work to deadlines
- Experience of developing partnership opportunities and working in collaboration with internal and external partners to improve services
- Awareness of key issues and current initiatives impacting on public libraries with the ability to allocate resource to respond effectively to the needs of the customer and the service
- Experience of developing and providing library services to children and young people
- Experience of delivering and developing library services for adults
- Experience of events programmes and activities including partner working
- Commitment to providing accessible services to customers

#### Part B

The following criteria will be further explored at the interview stage:

- Effective oral and written communication skills
- An understanding of the broader public service agenda in terms of council wide and public service transformation
- Able to demonstrate an understanding of the key principles of delivering and developing excellent public services

##### Desirable criteria

- Library and information qualification, or a customer service qualification from an accredited organisation
- Experience of working schools
- Experience of developing oneself and others
- Experience of delivering digital inclusion or information literacy support