

Person Specification

Job title: Front of House 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.

Each listed requirement will state how it will be assessed e.g. application form, interview, work-based test and certificate.

Essential Criteria		Method of Assessment
Qualifications / Professional Registration/ Membership	Educated to GCSE level or equivalent	Application form and certificates
Experience	knowledge of the principles and practices of public library functions in a modern library setting.	Application form and interview
	Experience of working with accredited Museums	
	Experience of working within a performance venue	Application form and interview
	Experience of working in a public facing environment	
	Experience of maintaining good safeguarding practice in education and community settings.	
	Ability to utilise a range of methods to communicate effectively with all relevant stakeholders.	Application form and interview
Skills, Knowledge, Ability (including ability to develop knowledge, skill or experience)	Be able to communicate effectively to share and obtain information. Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet	Application form and interview

Essential Criteria		Method of Assessment
	needs and exceed expectations. Knowledge of relevant online databases such as Library Management System applications and associated extent of the application and linked technology Able to effectively use ICT to prepare documents, record information and input data. knowledge of assisted technology and how this can support or partner with library management systems and other applications to enhance the user experience.	
	An ability to multitask and respond to the needs of the project, including at times the requirement to work weekends and early evenings.	Application form and interview
	Commitment to Equal Opportunities.	Application form and interview
Work Related Circumstances/ Values of the Council	Compliance with health and safety rules, regulations, and legislation.	Application form and interview
	Ability to comply with the Councils values of: • We innovate. • We enable. • We respect	Application form and interview

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