

## PERSON SPECIFICATION

**JOB TITLE:** Relief Library Assistant  
**DEPARTMENT:** Library Service  
**PREPARED BY:** Andrew Walker

**POST NO:**  
**GRADE:** 4  
**DATE:** April 2016

E=ESSENTIAL D=DESIRABLE		SOURCE OF EVIDENCE - APPLICATION FORM		= A
		TEST	INTERVIEW	= T = I
		<b>1. EXPERIENCE, direct work experience, other relevant experience.</b>		
		<b>W=4</b>		
E	Basic public library experience or customer facing service experience or retail industry experience			A
		<b>2. KNOWLEDGE, without which the job cannot be done effectively</b>		
		<b>W =4</b>		
E	Broad general knowledge			A / I
D	Knowledge of dealing with challenging situations and people			A / I
		<b>3. SKILLS AND ABILITIES, Essential/Capable of doing, Desirable/Able to train</b>		
		<b>W=5</b>		
E	Excellent communication and customer care skills			
E	ICT Skills			A / I
E	Able and willing to participate actively in events for adults and children, eg rhymetime			A / I
E	Team spirit – able to engage with fellow staff, create team spirit, integrate new staff including volunteers			A / I
E	Basic research and information skills - e.g. able to use internet search engine effectively			A / I
		<b>4. QUALIFICATIONS, TRAINING &amp; EDUCATION, also identify training to be given</b>		
		<b>W= 4</b>		
E	5 GCSEs or equivalent at grade C and above, including English and Maths			A
E	ECDL or equivalent			A
		<b>5.PERSONALITY, SOCIAL SKILLS, Relationships, thinking styles, disposition</b>		
		<b>W=5</b>		
E	Willingness to embrace change,			I
E	Positive, outgoing and helpful attitude			I
E	Willingness to work with volunteers			I
D	Ability to resolve conflict			I
E	Ability to relate to adults and children with equal enthusiasm			I
E	Ability to work alone or as part of a team			I

	<b>6. OTHER FACTORS, Physical, Mobility, Availability, Conditions, etc.</b> <b>W =4</b>	
E	Flexible working ability including evenings and weekends	I
E	Ability to lift heavy books / boxes	A / I
D	Lone working	A / I
D	Security of cash, buildings and physical assets	A / I
E	Interest in books and authors	A / I
D	Car owner / driver	A
	<b>CONTRA INDICATIONS, if any</b>	