



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Library Systems Assistant

Department/Division: Library

Accountable to: Online Services and Systems Manager

Competency	Criteria	E/D
Knowledge and Experience	Educated to at least A-level standard or equivalent.	E
	Well-developed IT skills, experience of using a wide range of applications and/or systems and proven aptitude for learning new technologies and software.	E
	Experience of providing first line customer centred support in a busy environment.	E
	Knowledge/experience of Library management or discovery systems.	D
	Knowledge or understanding of the higher education working environment or a similar service environment	D
	Experience of providing administrative support, documenting, and communicating a range of information to different audiences.	E
	Awareness of authentication systems, cybersecurity issues and data protection policies.	D
Communication	Excellent written and oral communication skills.	E
	Excellent interpersonal skills: experience of communicating effectively with people at different levels.	E
	Ability to explain issues, solutions and/or technologies to different expertise levels, both technical and non-technical audiences.	E
	Able to communicate information and issues in a timely and effective manner to individuals, teams or to wider groups	E
	Experience of collating and organising documentation, creating guides, training documents and/or maintaining key information to provide to colleagues and teams.	E
Teamwork and motivation.	Flexibility to be able to work closely with a small team as well as more widely across other larger teams or groups.	E



	<p>Demonstrated ability to work well with others, to promote team values and to support other team members in achieving objectives</p> <p>Ability to alternate between smaller work packages and to contribute to wider projects, initiatives, or events.</p> <p>Ability to work independently and to self-motivate</p>	<p>E</p> <p>E</p> <p>E</p>
Service Delivery	<p>Take a customer-focused approach to service delivery and support the delivery of a high-quality service.</p> <p>Able to support colleagues and the team to respond to trends or developments, assisting with delivery of service and process improvements.</p>	<p>E</p> <p>E</p>
Initiative and Problem-solving	<p>Able to use initiative and problem-solving skills to identify source of issues, providing responses and/or solutions to known and unforeseen problems and situations</p> <p>Ability to act independently to identify and anticipate upcoming changes or developments that may affect services, proactively making colleagues aware.</p> <p>Ability to exercise initiative to identify when and how to triage issues or refer to other colleagues/teams.</p>	<p>E</p> <p>E</p> <p>E</p>
Liaison and networking.	<p>Ability to form strong, positive working relationships with team members, colleagues in other Library teams, and colleagues across the wider University.</p> <p>Experience of reporting to and liaising with external suppliers and/or technical teams.</p> <p>Willingness to participate in professional networks and groups to further knowledge.</p>	<p>E</p> <p>E</p> <p>E</p>
Planning and Organisation	<p>Ability to prioritise workloads and work accurately under pressure to meet deadlines.</p> <p>Excellent organisational skills, ability to simultaneously handle multiple and various tasks.</p> <p>Ability to attend to detail and work to a high standard of accuracy.</p>	<p>E</p> <p>E</p> <p>E</p>

E – Essential: requirements without which the job could not be done.

D – Desirable: requirements that would enable the candidate to perform the job well.