



## 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 Assistant

**Department/Division:** Reader Services/Library

**Accountable to:** Deputy Director & Head of Academic Services

Competency	Criteria	E/D
Knowledge and experience	A good general standard of education (e.g. GCSE passes in Maths and English or equivalent)	E
	Good IT skills and experience of a range of software applications	E
	Experience of working in a busy customer-facing environment	E
	Experience of relating to customers face-to-face, using the telephone and by e-mail	E
	Experience of data entry	D
	Experience of working in customer service specifically in either Higher Education, a reception service desk operation, retail, local government or a similar sector	D
Communication	Ability to listen closely to customers and interpret their service needs	E
	Excellent written and verbal communication skills in English	E
	Excellent interpersonal skills	E



<b>Teamwork and motivation</b>	Evidence of the ability to remain calm under pressure	E
	Demonstrable ability to work in a team	E
<b>Service delivery</b>	Ability to demonstrate a professional approach to Library users and colleagues	E
	Ability to deliver a consistent and effective service in a busy, sometimes highly pressured environment	E
	Ability to handle enquiries and requests for information received through different channels, promptly and effectively	E
<b>Initiative and problem solving</b>	Ability to empathise with customers to understand their point of view and to exercise initiative, with a flexible approach to meeting their needs within the scope of Library policy	E
	Ability to recognise when a situation requires escalation to a supervisor, and to suggest potential approaches for resolution	E
<b>Planning and organisation</b>	High level of self-motivation and the ability to organise own workload effectively	E
	Ability to make efficient use of time so that customer queries are dealt with promptly and in line with published targets	E
	Good attention to detail and accuracy in approach to work	E

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

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