**PERSON SPECIFICATION**

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| **ATTRIBUTES & CRITERIA** | **ESSENTIAL/****DESIRABLE** | **METHOD OF ASSESSMENT** |
| **EXPERIENCE*** Working in a busy front line customer service environment dealing with and helping people of all ages
* Public library experience
 | EssentialDesirable | Application FormInterview |
| **QUALIFICATIONS / TRAINING*** 5 GCSEs Grade C or above including English and Maths or equivalent
 | Essential | Application FormCertificates |
| **APTITUDES AND ABILITIES*** Ability to engage positively with all customers of the service
* Ability to be diplomatic, tactful and sensitive
* Ability to file numerically and alphabetically
* Good time management and ability to manage a busy workload with interruptions
* Ability to work effectively within a team
 | EssentialEssentialEssentialEssentialEssential | Application FormInterview |
| **KNOWLEDGE*** Knowledge of the wide range of library resources
* Experience of using Microsoft Office Suite, including Word, Excel and the Internet
* Awareness of Health and Safety
 | DesirableEssentialEssential  | Application FormInterview |
| **ATTITUDE / MOTIVATION*** Strong commitment to equality and diversity and able to relate positively to the general public
* Positive attitude to change
* Commitment to personal development
 | EssentialEssentialEssential | Application FormInterview |
| **OTHER FACTORS*** Flexible approach to working hours to cover evenings and weekends as required by the service
* Ability to work within different libraries across BCP Council
* Physically able to bend, stretch, stand for long periods of time and lift and carry objects up to 20kg
 | EssentialEssentialEssential | Application FormInterview |