**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 | Essential  Desirable | Application Form  Interview |
| **QUALIFICATIONS / TRAINING**   * 5 GCSEs Grade C or above including English and Maths or equivalent | Essential | Application Form  Certificates |
| **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 | Essential  Essential  Essential  Essential  Essential | Application Form  Interview |
| **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 | Desirable  Essential  Essential | Application Form  Interview |
| **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 | Essential  Essential  Essential | Application Form  Interview |
| **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 | Essential  Essential  Essential | Application Form  Interview |