

PERSON SPECIFICATION

Library Assistant

	Essential criteria	Desirable criteria
Qualifications	5 GCSEs (A-C) including Maths and English	A relevant NVQ – either library and information or customer service CILIP Certification (ACLIP)
Experience	General Library experience Experience of using word processing, spreadsheets, database and IT packages Experience of working in an admin/office based role Experience of working with SIMS or a similar data management system Experience of delivering high quality customer service	Experience of working with young people and parents Experience of working in a school environment
Knowledge and Skills	Highly competent in the use of ICT – especially Excel and Word Excellent communication skills, both written and oral, within the school and wider community Excellent administrative and organisational skills Extremely organised and able to deliver on time and to agree quality standards Ability to assist library users in finding the information they need Ability to work with a wide range of materials, including books, journals, newspapers, leaflets, maps and the Internet Ability to prioritise tasks and solve routine problems Ability to be an active and effective team member Flexibility, enthusiasm and a willingness to undertake a complex variety of tasks. Understand the importance of confidentiality and discretion	
Personal Attributes	Motivated, enthusiastic and flexible Friendly, helpful, welcoming Excellent interpersonal skills Enjoy working with young people Ability to work under pressure Accurate with good attention to detail	