

UPPER NORWOOD JOINT LIBRARY

PERSON SPECIFICATION

SATURDAY ASSISTANT

DECEMBER 2009

1. EDUCATION AND TRAINING

Good general standard of education (A)
ECDL or equivalent ICT training (A)

2. RELEVANT EXPERIENCE

Experience of working with the public in a 'people orientated' environment (A/I)
Experience of clerical routines such as filing or record keeping (A/I)
Experience of dealing with routine enquiries from the public (A/I)
Experience of working with different client groups e.g. young people, children, the retired, minority groups, etc (A/I)
Experience of working with computers (A/I)
Cash handling experience (A/I)

3. KNOWLEDGE, SKILLS AND ABILITIES

Awareness of the need to deliver a friendly, helpful and efficient service that is fully focussed on the needs of customers (I)
Awareness of the range of services provided by UNJL (I)
Reading/alphabetical and numerical skills to be able to organise library items and deal with cash payments (I/t)
Ability to communicate clearly verbally and in writing (I)
Ability to deal with a range of routine tasks and to work directly with customers in a sympathetic and appropriate way (I)
Ability to deal appropriately with difficult customers (I)
Computer literate/possession of basic ICT skills (I)
Ability to build constructive relationships and work as part of a team (A/I)
Listening skills (I)
Ability to work quickly and accurately under pressure (A/I)
Ability to adapt to change (A/I)
Ability to communicate effectively with colleagues and the public (I)

4. PERSONAL QUALITIES

Willingness to undertake further training (including ICT training) (I)
Enthusiasm for this type of work (I)
A positive attitude to problem-solving and dealing with change (I)
A flexible approach to work (I)
Commitment to continuous service improvement, efficiency and effectiveness (I)
Willingness to put customers first (I)

Ability to meet all relevant staff competencies (I)
Ability to work in all departments of the library (I)
Understanding and commitment to Equalities policies (A/I)
Understanding of and commitment to relevant Health and Safety procedures,
instructions and regulations (A/I)

5. ADDITIONAL JOB REQUIREMENTS

Ability to work every Saturday
Physically able to push laden trolleys and carry and move books.
Ability to cope with lifting and moving heavy items and to bend, kneel and stretch
at the shelves.
Ability to stand for long periods.
Willing to wear a name badge and to comply with dress code standards

Letters in brackets above relate to the means by which the assessment of
suitability will be carried out, i.e.

A = Application Form
I = Interview
t = Test