

**BRISTOL CITY COUNCIL****PERSON SPECIFICATION**

Job title:	Library Supervisor
Bristol grade:	BG9
Managed by:	Library Group Manager
Responsible for:	Library Assistants
Directorate:	Growth and Regeneration
Service area:	Library Service

Preferred assessment method	
A	Application
AC	Assessment centre
I	Interview
PA	Practical assessment
P	Presentation
T	Test

The table below sets out the essential knowledge, skills and aptitude required to do this role.

Essential (MUST HAVE) = minimum skills, qualifications, knowledge and experience required to perform in the role

Requirement - ESSENTIAL	Method
Experience of working in a library environment with demonstrable success in delivering high quality customer service.	A, I
Literacy and numeracy to GCSE A-C/GCE O-level standard <u>or</u> ability to demonstrate accurate clerical and cash handling skills.	A
Experience of supervision and training, including an ability to lead a team ensuring that the team performs to a high standard and delivers to targets.	A, I
Ability to use communication and negotiation skills to resolve complaints and deal with staffing issues.	A, I
Ability to solve problems quickly and effectively, and find creative solutions.	A, I, PA

Ability to enthuse people about books, reading and libraries using communication skills tailored to the audience – including children and people who face barriers due to age, disability, language, or social exclusion.	A, I
Ability to work regular evenings and weekends and occasional public holidays to meet the needs of the service as required, and to work in a variety of localities and in different libraries as the service requires, and willing to travel to any location in the city as required, within the provisions of the Bristol Contract.	A
Ability to manage you and your team's workload without close supervision and prioritise tasks to achieve service deadlines under pressure.	A, I, PA
High quality front-of-house presentation skills.	A, I
Ability to converse with citizens, assess their information needs and provide complex information in accurate spoken English, or through a BSL interpreter, and convey information in a manner appropriate to the recipient.	A, I
Able to demonstrate knowledge and/or experience of equalities and diversity issues.	A, I
Have a working knowledge of Microsoft Office applications or equivalent including the following: Outlook, Word, Excel, Edge, and have a willingness to learn new applications and technology as appropriate.	A, I