

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

Job title:	Library Assistant
Bristol grade:	BG7
Managed by:	Library Supervisor/Librarian/Library Group Manager
Responsible for:	No direct reports
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 and desirable knowledge skills and aptitude required to do this role.

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

Desirable (COULD HAVE) = skills, qualifications, knowledge and experience required that will help the jobholder to perform in the role

Requirement – ESSENTIAL	Method
Literacy and numeracy to GCSE grades A-C/9-4 or equivalent qualification, or ability to demonstrate accurate clerical and cash handling skills.	A, PA
A basic understanding of the role of the library service.	A, I
Excellent customer service skills with a welcoming, approachable and friendly manner.	A, I
Ability to enthuse people about books, reading and libraries using communication skills tailored to the audience; including children & people who face barriers due to age, disability, language or social exclusion.	A, I, PA
Ability to use communication and negotiation skills to resolve complaints.	A, I

A flexible approach to solving problems under pressure.	A, I
Ability to file and retrieve information stored alphabetically, numerically and alphanumerically.	A, PA
Ability to organise and prioritise work, and to adhere to deadlines and targets.	A, I
Ability to work unsupervised when required, and ability and willingness to work cooperatively as a member of a team with colleagues, partners and volunteers.	A, I
Able to demonstrate understanding of equity, diversity and inclusion.	A, I
Have a working knowledge of business and teamworking applications, for example Microsoft 365 or equivalent, including email, word processing, spreadsheet, browser, team collaboration applications, and have a willingness to learn new applications and technology as required.	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
Requirement – DESIRABLE	Method
Experience of working with the public.	A
Experience of working in a busy environment.	A