Recruitment person specification

Position title	**Library Adviser (Community/ Outreach)**

Role requirements

Experience requirements

1. Demonstrates experience of delivering customer service to a professional standard in a public-facing role face to face or via telephone or email in a welcoming and professional manner [**Essential**]
2. Experience of working with others to deliver activities and events for groups and individuals [**Essential**]
3. Experience of working in challenging environments and approaching situations with a calm, positive and flexible attitude, following appropriate guidelines [**Essential**]
4. Experience of working in a public or school library or similar public service environment [**Desirable**]
5. Experience of managing sensitive or personal information [**Desirable**]
6. Has experience of carrying out basic stock management tasks: shelving, tidying, displays, minor repairs and basic research and information retrieval tasks [**Desirable**]

Knowledge, skills and understanding requirements

1. Demonstrates a good understanding of library services and what they deliver [**Essential**]
2. Skilled at working inclusively with a diverse audience e.g. children, young people, older people, people with disabilities and can communicate effectively both verbally and in written format [**Essential**]
3. Understands some of the challenges affecting young people and how this can impact behaviours [**Desirable**]
4. A competent user of computers, Microsoft software and other IT resources with good literacy, and numeracy skills [**Essential**]
5. Understands and can follow policies, guidance and procedures, including safeguarding practices, to maintain a safe and inclusive working environment [**Essential**]
6. Ability to work unsupervised and self-identify new tasks [**Essential**]

7. Ability to work respectfully, with integrity and flexibility in line with Council behaviours [**Essential**]

Qualifications and training requirements

1. A qualification at Nat 5 level or equivalent experience [**Essential**]

Job specific requirements

1. Demonstrates experience of supporting customers to develop and enhance their digital skills (digital inclusion) and/or a strong willingness to learn how to support this [**Desirable**]
2. Demonstrates some experience of social media and other digital tools to promote service or activities [**Desirable**]
3. A current valid driver's licence, if you are applying to be part of the Outreach library team and will be driving the library mobile vehicles [**Essential**]
4. Ability to undertake and complete CPC (Certificate of Professional Competence) standard for driving large goods vehicles if you are applying to be part of the Outreach library team [**Desirable**]
5. Ability to comply with Council driving policies and to drive accessible vehicles, including using a tail lift, if applying to be part of the Outreach library team **[Desirable]**
6. Ability to work shifts, evenings and weekends [**Essential**]
7. Willingness to join the PVG membership scheme [**Essential**]
8. Can demonstrate a willingness to work flexibly across multiple libraries or other work locations and settings [**Essential**]
9. Can demonstrate some experience of opening and closing buildings and reporting any security concerns or outstanding repairs [**Desirable**]
10. Experience of using Library Management Systems and other library digital applications [**Desirable**]
11. Can demonstrate an ability to provide informal training and support on carrying out day to day tasks to colleagues and volunteers [**Desirable**]
12. Can contribute to the delivery of library programmes e.g. Bookbug sessions (under 5s and parents and carers), book groups (all ages) and activities with young people. [**Essential**]