



## Person Specification

<b>Post title</b>	Library Advisor	<b>Grade</b>	E / £25,584 - £27,269
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To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Demonstrate experience providing excellent customer service, including the ability to resolve issues in a calm and courteous manner.	A, I
S2	Ability to contribute to service promotion and audience development in the service	A, I
S3	A wide knowledge of books, information sources and reading trends for customers of all ages	A, I
S4	An ability to develop and deliver activities for adults and children	A, I
S5	Demonstrate organisational and supervisory skills including the ability to make decisions	A, I
S6	Show effective use of ICT to provide digital support for library customers and be able to make use of online digital resources when required	A, I
S7	Effective communication, literacy, and numeracy skills	A, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	An effective team worker with supervisory skills, who can use initiative whilst under pressure	A, I
P3	Able to work flexible hours including weekends	A, I
P4	An enthusiastic and outgoing personality with good people skills. Possess the ability to engage with all levels of the organisation and with the wider community	A, I
P5	Able to travel to all Knowsley Libraries and elsewhere as required	A, I
<b>Communication</b>		
C1	A demonstrable willingness to share information and work with other people, including the ability to listen, communicate with and understand others, taking account of other people’s points of view.	A, I
<b>Qualifications</b>		

June 2024





Q1	GCSEs grade A – C or equivalent and appropriate vocational area	I, C
Q2	ICT qualification or willingness to work towards	I, C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

June 2024

