



Person Specification

Post title	Casual Library Assistant	Grade	Pay Band B / £13.45 per hour
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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
Skills, knowledge, experience		
S1	Demonstrate experience of providing good customer service, including the ability to resolve issues in a calm and courteous manner.	CV/SS, I
S2	Demonstrate commitment and a cheerful outlook to providing library services	CV/SS, I
S3	A wide knowledge of books and reading trends for all customers of all ages	CV/SS, I
S4	An ability to join in with activities for adults and children	CV/SS, I
S5	Demonstrate good organisational skills	CV/SS, I
S6	Show effective use of ICT to provide digital support for library users	CV/SS, I
S7	Effective communication, literacy, and numeracy skills	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	An effective collaborator with the ability to be self-reliant	CV/SS, I
P3	Able to work flexible hours including weekends	CV/SS, I
P4	An enthusiastic and outgoing personality with good people skills.	CV/SS, I
P5	Able to travel to all Knowsley Libraries and elsewhere as required	CV/SS, I
Communication		
C1	A demonstrable willingness to share information and work with other people, including the ability to take account of other people’s points of view.	CV/SS, I
C2	The ability to speak fluent English	I
Qualifications		
Q1	Good general education e.g. GCSEs grade A – C or equivalent level 2 qualification	CV/SS, C

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Q2	ICT qualification or willingness to work towards	CV/SS, C
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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.

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