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**PERSON SPECIFICATION**

**Post Title:** Library Customer Advisor

**Directorate/Division:** ACS / Culture & Community / Libraries & Learning Service

**Scale / Grade:** 3

**QUALIFICATIONS / TRAINING:**

It is **essential** that the postholder has/is:

* Qualified to a level equivalent to NVQ Level 2 in a relevant area (e.g. customer service, ICT or other subject relevant to the role) or considerable experience gained in a customer facing role

It is **desirable** that the postholder has/is:

* ECDL (European Computer Driving Licence), CLAIT qualification or equivalent.

**EXPERIENCE / KNOWLEDGE:**

It is **essential** that the postholder has/is:

* Demonstrable experience in a customer facing role
* A good knowledge and understanding of the principles of good customer service
* An thorough and applied understanding of information resources and how they are used

It is **desirable** that the postholder has/is:

* Experience working in a public library
* Good product knowledge; knows what the library service offers

**SKILLS AND ABILITIES:**

It is **essential** that the postholder has/is:

* High levels of customer focus, and can demonstrate a proactive approach to customer service
* The ability to help customers find and use information resources
* Able to develop and maintain positive relationships internal and external partners
* To be able to use your enthusiasm, passion and knowledge about our services to promote the services to customers and stakeholders
* The ability to work effectively as a member of a team, and has a 'together we can' attitude
* Highly organised, and able to respond to changes in priority efficiently and effectively
* The ability to respond positively and proactively to contacts and enquiries.
* Demonstrable ability to work under pressure and to meet deadlines.
* Clear and concise communication skills.
* The ability to have a flexible approach to issues, and find the most appropriate solution to problems.
* Good ICT skills, particularly with the ability to use databases, manage emails, use the Internet, and have a working knowledge of Microsoft packages
* Ability to encourage and develop customer ICT skills

**ADDITIONAL FACTORS:**

It is **essential** that the postholder has/is:

* Lifelong learner and keen to foster own development
* Interest in new ideas and ability to embrace change
* Able to work on a shift basis that will include evenings and weekends

Prepared by: Helen Reeves Date: March 2010