

PERSON SPECIFICATION

Post Title: Library Customer Advisor
Directorate/Division: Libraries – People Directorate
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) or considerable experience gained in a customer facing role

EXPERIENCE / KNOWLEDGE:

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

- Demonstrable experience in a customer facing role
- A Experience of a range of digital applications including social media platforms

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

- A thorough and applied understanding of information resources and how they are used
- Good product knowledge: knows what the library service offers
- Experience of working with a diverse range of people including children

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 our full range of customers find and use information resources
- Clear and concise communication skills and able to communicate effectively with our full range of customers
- The ability to use enthusiasm, passion, and service knowledge to promote library services to all 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, multi-tasking in a busy environment
- Demonstrable ability to work under pressure and to meet deadlines.
- The ability to have a flexible approach to issues and find the most appropriate solution to problems.
- Good digital skills, particularly with the ability to use social media platforms, web based, video-conferencing tools such as Zoom, manage emails, use the Internet, and have a working knowledge of Microsoft packages
- Ability to encourage and support customers to develop digital skills
- Able to develop and maintain positive relationships internal and external partners
- Flexibility to work across libraries in the cluster as required.

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