

PERSON SPECIFICATION

Post Title: Library Team Leader
Directorate/Division: ACS / Culture & Community / Libraries & Learning Service
Scale / Grade: 5

QUALIFICATIONS / TRAINING:

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

- Qualified to a level equivalent to NVQ Level 3 in a relevant area (e.g. customer service, ICT or other subject relevant to the role) or significant experience gained in a customer facing role
- Evidence of Continuing Professional Development

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

- ECDL (European Computer Driving Licence), CLAIT qualification or equivalent
- A Librarian Qualification

EXPERIENCE / KNOWLEDGE:

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

- Considerable experience in a customer facing role
- A good working knowledge of digital resources and research tools
- A good knowledge and understanding of the principles of good customer service, and able to demonstrate how they've been applied
- Demonstrable experience or ability to supervise and develop teams
- Demonstrable experience of working co-operatively with internal and external contacts or groups

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
- Demonstrable information literacy skills and able to support customers in applying these skills
- The ability to work effectively as a member of a team, and has a 'together we can' attitude
- Able to use your enthusiasm, passion and knowledge about our services to promote the services to customers and stakeholders
- Highly organised, and able to respond to changes in priorities 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
- Able to lead staff, including setting clear expectations and goals and supporting high performance
- Can enthuse and motivate a team by promoting a clear sense of purpose, inspiring a positive attitude to work and arousing a strong desire to succeed among team members.
- Demonstrates the ability to promote co-operation and partnership working with organisations and users as a means of shaping and developing services.

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