Person Specification – Library Assistant

	Essential (E)/ Desirable (D)	How assessed Application (A) Interview (I)
Education, professional training, and qualifications		
5 GCSEs, or equivalent at grade C or above including Maths and English.	**E**	A
Willingness to engage in further training relevant to the role	E	A/I
Experience and specialist knowledge		
Research skills and ability to support others with referencing	E	A/I
Customer Service experience	E	A/I
Some knowledge of library workings	E	A/I
Experience of working in a library	D	I
Experience or interest in working in higher education	D	A/I
Skills and abilities		
Service delivery skills	E	I
Presentation skills	E	I
Excellent written and oral communication skills	E	A/I
Computer confident with good IT skills using Microsoft Office	E	A/I
High level of attention to detail	E	A
Excellent interpersonal skills, able to build rapport when meeting new people	E	I
Highly effective organisational and time management skills	E	A/I
Proactive team player	E	A/I
Ability to work collaboratively across boundaries in partnership with colleagues	E	I
Ability to work in and adapt to a fast-paced environment	E	A
Ability to problem solve and develop solutions	E	I
Personal qualities		
Ability to manage change positively	E	I
Discreet and can maintain confidentiality	E	I
Can act on own initiative within specified boundaries	E	A
Proactive in pursuit of work to its completion	E	I
Flexible in approach to work	E	I
Cares and demonstrates a commitment to the success of learners within a safe and positive learning environment	E	I
Demonstrates a commitment to supporting a customer focussed and student-centred learning experience	E	I
Possess well-developed interpersonal skills and can communicate effectively and appropriately with people from a wide range of backgrounds with a caring and professional manner	E	I
Demonstrable commitment to equality of opportunity and the ability to challenge behaviours which do not positively advance the diversity agenda	E	I
Demonstrable experience of representing the values of an organisation in daily life	E	A/I
Demonstrable experience of upholding the values of Norland and the Norland Code of Professional Responsibilities	D	A/I

Demonstrates a positive attitude, professionalism, passion and energy	E	I
Demonstrates willingness to immerse into the life and culture of Norland	E	I
Motivated and committed to continuous improvement for self and colleagues	E	A/I
Willingness to become part of the Norland community by engaging and participating in Norland-wide activities and being a positive role model to others	E	A/I
Unusual post requirements		
Occasional Saturday working to cover Norland open days and other events	E	A
Attendance to staff meetings and away days outside of normal working hours	E	A