

**PERSON SPECIFICATION**  
**Library Services Advisor**  
**Vacancy Ref: N2855**

Criteria	Essential/ Desirable	*Application Form/ Supporting Statements/ Interview
Good standard of education, evidenced by A-Levels, plus Maths and English at GCSE Grade C or above, or equivalent	Essential	Application Form
Experience of pro-actively supporting customers in a busy, customer focused, environment	Essential	Application Form/ Supporting Statements/ Interview
Excellent interpersonal skills with the ability to use a range of techniques to determine customer needs and deliver a successful outcome	Essential	Supporting Statements/ Interview
Excellent verbal and written communication skills enabling you to work confidently and effectively with a wide range of customers and colleagues; with the resilience to respond to user conflict and challenge	Essential	Supporting Statements/ Interview
Calm, friendly, and approachable manner, with a positive, flexible approach to delivering consistently excellent customer service	Essential	Supporting Statements/ Interview
Ability and experience of taking responsibility for enquiries or problems from first point of contact to resolution	Essential	Supporting Statements/ Interview
Experience of using Microsoft Office applications, email, internet, to support your own work and to answer enquiries; with the ability to learn new technologies quickly	Essential	Supporting Statements/ Interview
Experience of working in a team; sharing knowledge and ideas and creating innovative solutions	Essential	Supporting Statements/ Interview
Evidence of an ongoing commitment to update your own knowledge & skills for personal development and to enhance user support	Essential	Supporting Statements/ Interview

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally

used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.

- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests or presentation etc.