

# St Austell Town Council



## Person Specification: Library and Information Assistant

	ESSENTIAL	DESIRABLE
<b>Qualifications &amp; Experience</b>	<p>NVQ2 or GCSE Level grade C or above in English and Mathematics or equivalent.</p> <p>Demonstrate experience of working within a customer focused environment or similar team environment providing an excellent standard of customer service.</p>	<p>European Computer Driving Licence (ECDL) or similar.</p> <p>Formal librarian qualifications</p>
<b>Knowledge &amp; Expertise</b>	<p>Ability to use a wide range of IT software packages</p> <p>Ability to undertake research and deal with customer enquiries using appropriate IT systems and book resources.</p> <p>Experience of using social media such as Facebook and Twitter.</p> <p>Demonstrate an enthusiasm for books and reading.</p> <p>Understand and apply the principles of legislation relating to Data Protection, Safeguarding and Health and Safety in the workplace.</p>	<p>Experience of customer management systems.</p> <p>Demonstrate an understanding of Library stock policy</p> <p>Demonstrate an understanding of local government services provided by Cornwall Council and St Austell Town Council.</p> <p>Knowledge of the Freedom of Information Act 2000.</p> <p>Experience of leading a baby/toddler singing group or similar.</p>
<b>Personal attributes</b>	<p>Enthusiastic and self-motivated with a desire for continuous improvement.</p> <p>Able to deliver results and manage customer expectations.</p> <p>Good face to face and telephone communication skills and able to understand the needs of customers.</p> <p>Being a good team player with the ability to work well with colleagues and acknowledge the different ideas, perspectives and backgrounds of others.</p>	

	<p>A commitment to the protection and safeguarding of children, young people and vulnerable adults.</p> <p>An ability to organise work and manage time effectively.</p>	
<b>Special Requirements</b>	<p>The position is subject to a Data Barring Service check (DBS)</p> <p>Undertake other delegated duties appropriate to the post and be adaptable to changing work patterns.</p>	A full driving licence and access to a vehicle.