

Person Specification

Position Title	Lifelong Learning Library Adviser (Citywide & Locality)
Division / Section	Communities and Families
Service Area	Schools & Lifelong Learning
Responsible To	Lifelong Learning Library Development Leader
Code	JD CL7a

Person Specification

Qualifications, training and professional membership	Experience of providing services to the public or internal customers in a customer focussed environment	Essential
---	---	-----------

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

EXPERIENCE	- Providing services to internal and / or external customers in one or more of the following service areas: Schools and Lifelong Learning – public libraries, School Resource Centres, community centres, ILR Council Customer Services - Locality and neighbourhood Customer Support - Delivering events or activities - Organisation and planning of workload and working with minimal supervision - Working with specific groups of customers e.g. children and young people	Essential Desirable Desirable Essential Desirable
KNOWLEDGE AND SKILLS	- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues - Awareness and ability to apply relevant legislation and policy relating to service area	Essential Essential

	• Excellent interpersonal and communication skills – ability to communicate with a range of internal and external contacts	Essential
	• Excellent numeracy and literacy skills	Desirable
	• Knowledge of Lifelong Learning and Library services	Essential
	• Excellent customer service skills and ability to work with a wide range of people e.g. children and young people	Essential
	• Ability to manage conflicting priorities, and challenging behaviour situations with the promotion of a positive and flexible attitude, following appropriate guidelines	Essential
	• Ability to encourage and support learners to achieve learning outcomes	Essential
	• Ability to work unsupervised	Essential
	• Ability to work evenings and weekends as required	Essential
CREATIVITY AND INNOVATION	• A flexible and pro-active approach to work including ability to prioritise	Essential
	• Ability to deal with sensitive information with discretion and to maintain confidentiality at all times	Essential
	• Ability to contribute to the development of the service	Essential
	• Ability to consult with customers, community groups and partners	Essential
	• Ability to develop and deliver programmes of promotional and literary events to all customers	Essential
	• Ability to open and secure premises and make premises ready for public use	Essential

Competencies and Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency and values framework](#):

Customer focused	• is respectful and courteous to customers/clients • understands and resolves customer/clients needs • takes opportunities to improve customer/client services • is aware of service levels expected and strives to meet them • seeks and acts on feedback from customers/clients • supports others when dealing with customers/clients
-------------------------	--

Works Effectively with others

- treats others in a fair and equal manner
- considers and respects other people's ideas/opinions
- co-operates with others in the workplace
- adapts own views and ideas for the good of the team
- goes out of their way to help others

Managing change

- is willing to try new or different ways of working
- displays a flexible attitude to duties and responsibilities
- reprioritises own work when deadlines are changed
- helps others to adapt to change

Taking Ownership and Responsibility

- manages own time effectively and works productively
- responds positively to feedback and takes appropriate action
- ensures own knowledge and skills are sufficient for the job
- considers how own behaviour affects others and changes accordingly
- recognises and acts when something needs to be done.

Communicating Effectively

- listens carefully and asks questions if understanding is unclear
- uses simple and clear language
- seeks advice when necessary
- provides clear and accurate information
- uses appropriate body language and eye contact.

Planning and Decision Making

- works in a planned and organised way
- follows instructions and procedures
- understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities.