

Person Specification for the post of Library and Council Support Assistant

	Essential Attributes	Desirable Attributes
Educational Qualifications	<ul style="list-style-type: none"> NVQ2 or GCSE Level Grade C or above in English and Mathematics or equivalent. Commitment to personal development 	<ul style="list-style-type: none"> Appropriate professional qualification (eg. Diploma or Certificate in Library, Archives and Information Services).
Customer Care	<ul style="list-style-type: none"> Evidence of working in a customer focused environment delivering front line services. Evidence of understanding what makes excellent customer service. Enthusiasm for reading, literacy and learning 	<ul style="list-style-type: none"> Experience working in a library.
Communication Skills	<ul style="list-style-type: none"> Excellent oral and written communication skills; Excellent listening skills and ability to understand specific needs. Experience of engaging people from different backgrounds; Positive approach to all ages and sections of the community. 	<ul style="list-style-type: none"> Experience creating attractive displays and promotional materials.
Organisation and planning	<ul style="list-style-type: none"> Ability to take personal responsibility, take on a variety of tasks and use initiative to organise work. Evidence of understanding stock management systems. 	<ul style="list-style-type: none"> Experience arranging and delivering learning/cultural activities.
Administration	<ul style="list-style-type: none"> Experience of maintaining comprehensive records and filing systems Ability to carry out work with dexterity and accuracy to strict deadlines. 	
Information technology	<ul style="list-style-type: none"> Experience and practical ICT skills including Windows, Word, Excel, the Internet and Outlook. 	<ul style="list-style-type: none"> ECDL or similar Previous practical experience in web site maintenance;
Flexibility	<ul style="list-style-type: none"> Ability to work well as part of a team and also unsupervised; Willing to respond to operational needs. 	

General information

- The Job Description details the main outcomes of the job and will be updated if these outcomes change;

- All work performed/duties undertaken must be carried out in accordance with relevant Camborne Town Council and Cornwall Council policies and procedures, within legislation and with regard to customer needs and the diverse community we serve.
- Job holders will be expected to understand what is meant by safeguarding vulnerable people and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job as requested by management.