



Person Specification			
<b>Post title</b>	Library Assistant Delivery	<b>Grade</b>	D / £24,790 - £25,183

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Demonstrate experience providing excellent customer service, including the ability to resolve issues in a calm and courteous manner.	CV/SS, I
S2	Demonstrate experience, commitment, and a positive attitude to providing library services	CV/SS, I
S3	A wide knowledge of books and reading trends for all customers of all ages	CV/SS, I
S4	An ability to work with and deliver activities for adults and children	CV/SS, I
S5	Demonstrate good organisational skills	CV/SS, I
S6	Ability to use and show others how to use ICT systems	CV/SS, I
S7	Effective communication, literacy, and numeracy skills	CV/SS, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	An effective team worker with the ability to be self-reliant, and able to use own initiative whilst under pressure	CV/SS, I
P3	Confident driver with clean driving licence and be able to deliver books and resources to libraries, schools and other buildings	CV/SS, I
P4	An enthusiastic and outgoing personality with good people skills. Possess the ability to engage with all levels of the organisation and with the wider community	CV/SS, I
P5	Able to travel to all Knowsley Libraries and elsewhere as required	CV/SS, I
<b>Communication</b>		
C1	A demonstrable willingness to share information and work with other people, including the ability to	CV/SS, I

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	listen, communicate with and understand others, taking account of other people's points of view.	
<b>Qualifications</b>		
Q1	Good general education e.g. GCSEs grade A – C or equivalent level 2 qualification	CV/SS, C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

**Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:**

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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