



JOB DESCRIPTION

ACCRINGTON AND ROSSENDALE COLLEGE

Raising access, aspiration and achievement

Job Title Library Assistant

Qualifications	Essential/ Desirable	Application/ Interview
Level 2 qualifications or equivalent. Must include literacy and numeracy	E	A
Level 3 qualifications or equivalent	D	A
Recognised library qualification or working towards it e.g. ACLIP, NVQ, City and Guilds	D	A
Basic IT qualification e.g. ECDL	D	A/I
Knowledge and Experience		
Knowledge and/or experience of delivering excellent customer service, preferably in a library or educational setting	E	A/I
Knowledge and/or experience in using and maintaining databases and records, Microsoft Office and other software packages	E	A/I
Knowledge and/or experience in providing customer enquiry assistance	E	A/I
Knowledge and/or experience in providing IT assistance	E	A/I
Knowledge and/or experience in using a wide range of resources including books, journals, newspapers and on-line resources	D	A/I

Knowledge and/or experience of working in a team	E	A/I
Knowledge and/or experience of assisting in the delivery of training sessions	D	A/I
Skills and Abilities		
Excellent communication skills both verbal and written	E	A/I
Excellent customer care skills	E	A/I
A confident approach to assisting customers with digital enquiries	E	A/I
Ability to deal with difficult situations and remain positive	E	A/I
Good accuracy and attention to detail	E	A/I
Ability to work effectively as part of a team as well as on own initiative	E	A/I
Good organisation and time management skills	E	A/I
Ability to prioritise tasks and solve routine problems	E	A/I
An ability to work flexibly with enthusiasm and a willingness to undertake a complex variety of tasks	E	A/I
Commitment to continuous professional development	E	A/I
Other		
Commitment to the college's Equality and Diversity policy	E	A/I

Commitment to Safeguarding	E	A/I
Commitment to Health and Safety	E	A/I
Commitment to reducing the college's carbon footprint	E	A/I