Person Specification: ClearVision Library Administrator

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| Quality | Aspects of role for which the quality is required | Essential | desirable |
| Excellent written and spoken English | Communicating with borrowers including those with communication difficulties, setting up loans, answering enquiries, cataloguing books (creating appropriate catalogue records) | x |  |
| Good customer service skills including a confident, polite telephone manner | Communicating with borrowers, building positive relationships between borrowers and the library, answering enquiries, organising postal collections, following up membership subscriptions and chasing outstanding payments. Assisting face-to-face borrowers and visitors | x |  |
| Good attention to detail | Cataloguing books, issuing invoices, reconciling payments and issuing receipts, maintaining records | x |  |
| Organised and able to work systematically | Record keeping and updating, answering book requests, monitoring answerphone messages, keeping records of phone calls/emails | x |  |
| Proficiency using Microsoft 365 packages including Outlook and Word | Communicating with borrowers via email in multiple mailboxes, answering enquiries, file storage/ record keeping | x |  |
| Understanding the need for confidentiality | Accessing, using, updating and safeguarding borrower records, complying with our GDPR policy | x |  |
| Reliable and responsible | Able to work alone when necessary, opening/closing the office and setting/deactivating alarms | x |  |
| Able to self-motivate and work independently, including making everyday decisions | Able to work alone when necessary, directing calls to other staff, withdrawing old/damaged book stock | x |  |
| Familiarity with **or** willingness to learn to use Heritage Cirqu Library software | Issuing and returning loans, cataloguing and withdrawing books, reporting on stock, membership etc. | x |  |
| Physically able to move boxes of books to select/return titles, and postal boxes from one side of the site to the other using a trolley | Transferring boxes and bags of books to and from postal bins, returning books to shelves/moving around book stock | x |  |
| Willingness to undertake training as necessary to meet the requirements of the role. | All parts requiring IT use e.g. use of library software, safeguarding, potentially other areas relevant to the role | x |  |
| A positive attitude about disability; willing to treat staff, volunteers and beneficiaries with dignity and politeness | Interacting with staff, volunteers and borrowers, willingness to comply with our Equal Opportunities and Diversity policy | x |  |
| A knowledge of or enthusiasm for children’s books | Selecting and issuing appropriate books to send to borrowers, assisting face to face borrowers with book selection |  | x |
| Enthusiasm for ClearVision’s aim: to ensure that everyone who needs children’s books in print and braille, or books with tactile pictures, can access them | Communicating with borrowers, selecting and issuing appropriate books to send to borrowers, assisting face to face borrowers with book selection, answering enquiries, assisting Director/staff/trustees/volunteers with aspects of their role |  | x |