Application Guidance for Library and Information Assistant (LIA)

Before you apply, please take time to read the Role Profile of the role you are applying for. Ensure that you include relevant examples in your supporting statement (Skills, Abilities, Experience and Achievements) to demonstrate how your experience and skills match the knowledge and experience required. Applications without examples will not be shortlisted.

Make sure all the information you supply in your supporting statement is relevant and tailored to the role you are applying for. Please check the grammar and spelling before submitting your application form.

About the role

There are 5 core and a number of community libraries in the Swindon Library network. LIAs can be asked to work at any library across the network.

The work is not desk based and is physically demanding, including some lifting. The work is mentally demanding as it involves working directly with the general public. The successful candidate will be a friendly and confident person who is happy to work in a customer facing role. Candidates will need to have excellent communication and people skills.

Candidates will be able to demonstrate that they can work on their own initiative, as well as being an effective team member. Candidates will show a commitment to reading, lifelong learning, information delivery and virtual services.

LIAs work in a busy multi-tasking environment; candidates will have the ability to work under pressure, be flexible with work patterns and will show a positive attitude towards training and personal development. There will be some single staffing required and locking and unlocking of buildings.

Essential knowledge and experience required:	Method of assessment
Evidence of face to face experience of working with the general public	Supporting Statement and interview
Evidence of the ability to cope and function effectively in a pressured environment, including dealing with challenging behaviours	Supporting Statement and interview
Evidence of problem-solving skills	Supporting Statement and interview
Evidence of the ability to support users in MS office applications, using email the internet and completing online forms	Supporting Statement and interview
Application is tailored to this post and examples provided	Supporting Statement
Literate and numerate	Supporting Statement and interview
Evidence of the ability to work as part of a team and unsupervised	Supporting Statement and interview
Excellent communication skills	Supporting Statement and interview
Enthusiasm for promoting books and reading, lifelong learning and information provision	Supporting Statement and interview