

JOB PROFILE

Job Title:	Mobile Library Driver Assistant	Ref: DCC/20/
Department:	Commissioning, Communities and Policy	Service: Libraries
Job Family:	BPS	Job grade: Grade 5
Benchmark ref:		

Purpose of this role:

To provide a public library service to all mobile library users

Key relationships:

Accountable to the Mobile Library Assistant in Charge or Senior Library Manager

Staff at all levels in the library service Department, County Transport Department and County Council

Local people and Community Groups

Key result areas include:

- Responsible for the day to day management of the vehicle ensure compliance with health & safety and standards of road worthiness, and drive in accordance with the Highway Code Regulations.
- Delivering a reliable and quality mobile library service in line with defined timetabling arrangements.
- Facilitate customer access including selection of materials and dealing with all enquiries as they arise..
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- Collect statistics on use of the individual mobile stops and send to customer insight team to ensure accurate and regular records on stop usage is kept.
- Maintain mobile library stock in good order and make sure everything is tidy and well presented.
- Signpost and promote proactively to customers and the wider community, the range of DCC services.
- Work to and within DCC financial procedures and regulations, including cash handling.
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- Responsible for cleaning the Mobile Libraries both on the interior and exterior to represent the public face of Derbyshire County Council
- This role in addition to working on a mobile may require you to work in one of our static libraries or to cover another mobile base if needed.

General Responsibilities:

People Management.

None

Equality and Diversity

Act in accordance with the Council's Equality and Diversity policy.

Health and Safety

Ensure own compliance with the Council's Health & Safety policy/procedures and that of any resources you have responsibility for.

Risk Management

Contribute to risk awareness through carrying out of duties and raise issues where appropriate.

Information Security

Comply with the Council's policies on information security including the ICT Security Policy, Internet and Email Policy and Safe Haven Guidance.

For recruitment purposes only

Date:

PERSON PROFILE

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	Essential	Desirable	Evidence
Experience	<p>Experience of working with the public in a paid or voluntary Capacity</p> <p>Experience or understanding of working in a customer focused service.</p> <p>Experience of driving commercial vehicles</p> <p>Liaising with workshops / garages reporting vehicle defects and ensuring repairs / safety inspections are carried out</p>	<p>Experience of working in a public library or on a mobile library</p>	
Skills and knowledge	<p>Understanding of and commitment to the role and potential of the public library service in a local authority</p> <p>Ability to demonstrate professional driver ability.</p> <p>Ability to demonstrate excellent communication and customer care skills</p> <p>Ability to demonstrate ability to work unsupervised and also part of a team.</p> <p>Ability to engage with customers to promote and deliver high quality services.</p>	<p>Ability to market and promote the service to existing and potential customers</p> <p>Ability to communicate enthusiasm for reading</p> <p>Cash handling</p>	

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	<p>Able to work within daily schedules and timetable, including some evenings</p> <p>Ability to follow instructions and routines without close supervision</p>		
Personal Effectiveness	<p>Good interpersonal Skills</p> <p>Ability to speak English in order to be able to communicate fully in the role with clients and public</p> <p>Ability to work in a flexible and co-operative manner as part of team</p> <p>Commitment to personal development</p> <p>Commitment to equalities and diversity</p>		
Qualifications	<p>Driver Certificate of Professional Competence</p> <p>Current valid Category C driving license to drive a vehicle over to 7.5 tonnes</p>	<p>ECDL or equivalent IT qualification or can demonstrate equivalent level</p>	

Assessed by: A = Application form I = Interview T = Test D = Documentary Evidence