

Job Description

Job Title: Mobile Library Driver Supervisor

Service: Libraries

Directorate: Place & Sustainability

Reports to: Mobile Library Service Manager

Location: Cambridge

Grade: Scale 4 /5 - £26403 - £31022

Hours: 18.5 hpw over a four-week schedule [10 days per month]

Overall purpose of the job

To drive a 7.5t Mobile Library vehicle delivering front line library services to communities served and the efficient functioning of the library's operational routines.

To promote and develop the Mobile Library, ensuring effective communication with all partners and acting as an advocate for the library service within the community.

Working alone and taking responsibility for the Mobile Library vehicle and equipment as required.

Main accountabilities

Service Delivery	
1.	Assist and contribute to the operational routines in order to provide an effective library and information service to the public, assisting customers with all aspects of their use and enjoyment of the library service.
2.	Ensure customers are dealt with courteously, fairly and without prejudice. Dealing with frontline customer queries as appropriate. Notifying users and colleagues when there is a break in service, following established procedures.
3.	Operate Cambridgeshire Libraries' online Library Management System
4.	Ensure the vehicle maintains its timetables and is at each stop at the times on the days specified in the schedules.
5.	Participate in the workings of the team to ensure mobile library service delivery across the County, including driving, where necessary, other library vehicles in other parts of the county.
6.	Occasional requirement for weekend and evening duties to attend promotional events, acting as a representative of the Library Service, The County Council and partner organisations.
7.	Provide customer services on behalf of other services and organisations as required. Redirect customers as appropriate to other organisations or departments.
8.	Assist and contribute to the delivery of partnership services and outreach initiatives as required.
9.	Develop, plan & promote Mobile Library activities outside the regular routes e.g.

	pop up events, school visits.
10.	Build links with key local stakeholders and priority groups within the community. Be an effective advocate for the library service, promoting the library service and stock within the wider community at every opportunity.
Clerical routines and stock management	
1.	Assist in the collection and correct handling of all income and fees, laid down by the County Council and the efficient and tactful enforcement of library rules and regulations.
2.	Shelving returned stock, ensuring appropriate order and presentation of library materials. Maintain stock and carry out operational and administrative procedures.
3.	Processing of new and discarded stock
4.	Develop, prepare and maintain up to date displays to reflect current Library Service initiatives and promotions.
5.	Use social media channels to promote current Cambridgeshire Library services and initiatives.
Vehicle performance and safety	
1.	Ensure daily, weekly and monthly vehicle routines are carried out, as set out in drivers' work sheets. Ensure that the vehicle meets its maintenance and servicing schedules. Ensure vehicle is kept clean, inside and outside.
2.	Assist in ensuring that all equipment including vehicles are handled with care & maintained according to regulations.
Health and Safety	
1.	Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others
2.	Knowledge of legislative requirements associated with driving and maintaining vehicles.
Equality and Diversity	
1.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Person Specification

Qualifications, knowledge, skills and experience

Qualifications Required	Subject	Essential/ Desirable
Good general education, including GCSE/GCE passes or equivalent	English and Maths	Essential
Full, clean drivers licence necessary to drive up to 7.5 t vehicle - C1 entitlement		Essential
LGV licence		Desirable
CPC driver qualification card (DQC)		Desirable
ICT skills, including the use of social media	IT	Essential

Knowledge	Essential/ Desirable
Knowledge of the legal responsibilities regarding vehicle safety, basic maintenance and driving	Essential
Community development experience	Desirable
Knowledge/understanding of library services and how they serve the community	Desirable
Skills and abilities	
Good interpersonal skills with an ability to show patience, understanding and a pleasant helpful manner when dealing with queries from customers of all ages and abilities, both in person and over the telephone. Using listening and problem solving with a positive attitude to establish what exactly the customer requires.	Essential
Able to use initiative and be proactive	Essential
Confident, methodical and concise approach to work with an ability to work under pressure and without supervision.	Essential
Complement existing staff to make an effective and balanced working team	Essential
Commitment to customer care and service development	Essential
Flexible approach to all aspects of work with an ability to adapt to various situations as needs arise, including changing patterns in working hours.	Essential
Punctuality and reliability	Essential
Ability to manage the physical demands of the job (see Hazard form)	Essential
Experience	
Experience of driving large vehicles up to 7.5 tonnes	Essential
Experience in a customer facing role	Essential
Experience of working in a library	Desirable
Equal opportunities	
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential

Disclosure level

What disclosure level is required for this post?	Enhanced
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