**Job Description**

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| **Job Title**: Relief Mobile Library Driver Supervisor |
| **Service:** Libraries |
| **Directorate:** Strategy and Partnerships |
| **Reports to:** Mobile Library Service Manager |
| **Location:** Huntingdon /Cambridge and Witchford areas |
| **Grade:** Scale 4 - 12.59ph |
| **Hours: Zero hours** |

**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

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| **Service Delivery** | |
|  | 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. |
|  | 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. |
|  | Operate Cambridgeshire Libraries’ online Library Management System |
|  | Ensure the vehicle maintains its timetables and is at each stop at the times on the  days specified in the schedules. |
|  | 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. |
|  | 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. |
|  | Provide customer services on behalf of other services and organisations as  required. Redirect customers as appropriate to other organisations or departments. |
|  | Assist and contribute to the delivery of partnership services and outreach  initiatives as required. |
|  | Develop, plan & promote Mobile Library activities outside the regular routes e.g.  pop up events, school visits. |
|  | 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**

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| 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** |

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| Knowledge | Essential/Desirable |
| Knowledge of the legal responsibilities regarding vehicle safety, basic maintenance and driving | **Essential** |
| Community development | **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**

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| What disclosure level is required for this post? | None |