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| **JOB DESCRIPTION**  **Job Title:** Relief Courier/Delivery Van Driver  **Office:** Libraries, Archives & Information  **Directorate:** Strategy & Partnerships  **Reports to:** Mobile Library Manager  **Grade:** Scale 1c; Scale point 10 (fixed)  **Location:** Stanton House, Huntingdon / Other locations in Cambridgeshire  **Hours:** 0 |
| **Job Purpose:**  To provide a comprehensive and efficient distribution service to the County Council and partner locations in order to support agreed levels of frontline customer services and to meet service efficiency targets.   1. Provide an efficient van delivery service as designated in the departmental Service Level Agreement. 2. Provide an efficient van delivery service to contract customers as specified. 3. Ensure the proper maintenance, appearance and operation of allotted vehicles. 4. Maintain the standards of work procedures that comply with Health and Safety and other legislation. 5. Perform other routine tasks as required. |
| **Principal Accountabilities**  1. Distribution and logistics   * Plan and organise the distribution of materials to ensure that customer expectations are satisfied in a timely manner. * Maintain continuity of distribution and supply to service premises and customers to ensure levels of service remain constant at all times. * Distribute materials to support stock management policies related to the ready availability of stock throughout the county. * Operate and co-ordinate the distribution service to meet agreed timetables and ensure customer expectations are met by the timely availability of new and transferred stock. * Contribute to the cost effectiveness of the library service by ensuring that supplies of materials and consumables are delivered promptly to allow staff and customers enjoy a “just in time” service and reduce levels of materials held in stock.   2. Organise Workload   * Supervise own workload and co-operate with other staff to ensure that materials are transported in the quickest possible time to meet customer demands. * Ensure that all public buildings are secure and that intruder and fire alarms are reset after working alone on premises.   3. Assist with planning of the routes   * Assist with the planning of routes and workloads to meet changing service needs and advise management on day-to-day service improvements that will enhance performance. * Liaise with other staff to ensure that the distribution bases work efficiently to facilitate effective services being provided countywide.   4. Supervise the operation of the vehicle   * Supervise the operation of the vehicle, its repair and maintenance and organise provision of an alternative vehicle when required, to maintain the service cover at all times.   5. Health and safety   * Monitor and maintain a healthy, safe and secure working environment in order to minimise risk to self and others. * Be aware of the risk assessment for the work place and follow appropriate recommendations. |
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| **PERSON SPECIFICATION**  **Job Title:** ReliefCourier/Delivery Van Driver  **Office:** Libraries, Archives & Information  **Directorate:** Strategy & Partnerships  **Reports to:** Mobile library Manager  **Grade:** Scale 1c; Scale point 10 (fixed)  **Location:** Stanton House, Huntingdon / Other locations in Cambridgeshire  **Hours:** 0 hpw |
| The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.  **Education, Qualifications & Training**  Essential:   * Full clean driving licence and confidently able to drive vehicles up to 3.5 tonnes in weight.   Desirable:   * Secondary level education   **Knowledge & Experience**  Essential:   * Familiar with and has confident understanding of the application and principles of customer service.   Desirable:   * An interest in and detailed knowledge and understanding of library   practices*.*   * An understanding of how to keep self and others safe in the work environment.   **Personal Skills & Attributes**  Essential:   * Good interpersonal skills and a pleasant helpful manner when dealing with peer group, frontline staff and customers * Commitment to customer care and service development * Confident, methodical and flexible approach to work with an ability to plan own workload and prioritise and organise deliveries to ensure most efficient distribution * Ability to work alone effectively for long periods and demonstrate trustworthiness and reliability * Complement existing staff to make an effective and balanced working team * Punctuality and reliability * Good general level of physical fitness and ability to manage the manual handling of materials.   Desirable:   * Ability to use initiative and be proactive * Smart general appearance |