

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Delivery and Collection driver

Libraries, Communities and Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To provide a consistent, high quality customer focused delivery and collection service to the libraries, museums and community hubs customers and any related traded services.



West
Northamptonshire
Council

Transporting books, furniture, shelving, salvage and any other resources around the West and North Northants counties to enable teams to efficiently deliver their services

Accountable to:

This role is accountable to the Stock Supply and Business Support Manager. The role sits within Library Services and part of the Communities and Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. To ensure the highest possible customer experience by providing excellent customer service to all.
2. To undertake delivery of resources, driving in accordance with the Road Traffic Act Regulations according to planned schedules/routings and adhoc requests.
3. To carry out essential daily checks, maintenance and cleaning of the van, including refuelling in line with council processes.
4. To assist with all aspects of loading / unloading / warehousing of service and suppliers' resources.
5. Responsible for the safe operation of the van under all conditions.
6. To follow correct processes and to alert the appropriate manager to ensure compliance with vehicle maintenance, building management and health and safety requirements and make sure the vehicle is secure and parked safely when not in use
7. To take responsibility for keeping up to date with council briefings, policies, information and training and prepare for VIP conversations
8. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Effective communication skills	Essential	A, I
Physical strength is a feature of this job and is used continuously so manual handling skills and knowledge are required.	Essential	A, I
Effective customer service skills, responding to customer concerns positively	Desirable	A, I
Must be able to work in a team but also able to work independently	Essential	A, I
Good time management and time keeping skills	Essential	A, I
Able to work on own initiative but receptive to direction	Essential	A, I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Desirable	A

Knowledge:	Essential / Desirable	Measured by
Knowledge of basic vehicle maintenance practices	Desirable	A, I
Knowledge of the principles and practices of excellent customer service	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of driving a transit van	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Full clean UK driving licence	Essential	D
English GCSE C or equivalent	Desirable	D
Maths GCSE C or equivalent	Desirable	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:

OI01-Operations & Infrastructure (F01)

Worker type:

Field-based worker

People management responsibility:	None	Budget responsibility:	None
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Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role is a field-based worker type and this means you will collect your work van from a fixed location (Booth Meadow House) and you will drive around the county collecting and delivering resources. The work involves regular manual handling and lifting and shifting of heavy and cumbersome items. You will be required to complete manual handling training and to use safe, approved techniques at all times when lifting and carrying. You will be required to maintain a full valid UK driving licence for the vehicle being operated and must comply with all road traffic legislation while driving in a professional capacity. The work involves regular manual handling.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

