**TAMESIDE MBC**

OPERATIONS AND NEIGHBOURHOODS

CULTURAL AND CUSTOMER SERVICES

**JOB DESCRIPTION (October 2019)**

**JOB DESIGNATION: Driver / Assistant**

## SERVICE UNIT: Libraries

**RESPONSIBLE TO: Resources Manager**

**JOB ID: B59**

**GRADE: C**

**JOB PURPOSE: To operate a delivery service to library service points, be a keyholder for library premises and available for emergency call-out, and undertake library assistant duties within the Bibliographical Services team.**

**RESPONSIBILITIES**

1. To undertake the delivery and collection of books and other materials to library service points, museum and gallery premises, council offices and other facilities as required.
2. To take routine responsibility for the delivery vehicle as the named driver and to operate and maintain it in a safe and efficient manner and in line with council policy.
3. To assist with the transportation, moving, dismantling and reassembly of furniture, equipment, displays or exhibits as required.
4. To be responsible for keys to library service premises and to be available for call-out as required, including to libraries in Open+ mode.
5. To serve as relief driver for appropriately licensed driving duties elsewhere within the Libraries Service Unit as required.
6. To work as a library assistant within the Bibliographical Services team, assisting with the ordering, receipt, allocation or distribution of new and replacement library materials .
7. To carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

**Tameside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**

**TAMESIDE METROPOLITAN BOROUGH COUNCIL**

OPERATIONS AND NEIGHBOURHOODS

**CULTURAL AND CUSTOMER SERVICES**

**PERSONNEL SPECIFICATION**

Service Unit: Libraries

Designation: Driver / Assistant

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| --- | --- | --- | --- |
|  | **Personal requirements of successful post holder** | **Category** | **Method of Assessment** |
| **1.** | **Educational Standard/Qualifications/Membership of Professional Institutions (indicate grade)** |  |  |
|  | 4 GCSE’s or equivalent | d | a/D |
| **2.** | **Experience** |  |  |
|  | Current valid UK driving licence appropriate to the vehicle driven | e | a/d |
|  |  |  |  |
| **3.** | **Skills** |  |  |
|  |  |  |  |
|  | Fully competent / willing to be trained in the application of safe manual handling and lifting techniques appropriate to the nature of the work | E | a/i |
|  | Can deal effectively with verbal instructions and service requests, and approaches customer needs and changes in work plans in a positive and service-focused manner. | e | a/i |
|  | Competent in ICT skills and clerical procedures appropriate to the library assistant role | d | a/i/t |
|  | Can deal effectively with written instructions and service requests, and can maintain appropriate written records and monitoring data. | e | a/i |
|  | The ability to converse at ease with service users/customers and provide advice in accurate spoken English | E | A/I |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **Category** | **Method of Assessment** |
| **4.** | **Knowledge** |  |  |
|  | Good awareness of personal safety and security issues related to emergency call-out duties, including effective liaison with police, council control staff, alarm system contractors and members of the public | D | a/i |
|  | Understands the customer focus of the library service, who the service’s internal and external customers are, and how the post holder’s duties contribute to customer care. | d | a/i |
|  |  |  |  |
|  |  |  |  |
|  | **5. Work Related Circumstances** |  |  |
|  |  |  |  |
|  | Ability to move crates and boxes of stock safely within Manual Handling guidelines. A good level of fitness, physically able to handle some heavy lifting, attention to detail and a positive attitude | E | a/i |
|  | Honest and trustworthy. Can safely be entrusted with keys to premises, alarm codes, for unsupervised delivery and emergency access to service points when in Open+ mode or closed | E | a/i |
|  | Willingness to work in a variety of locations | e | a/i |
|  | Can operate effectively as a member of the library service team in a positive, constructive and service focussed way  | e | a/i |
|  | Can plan own time within an overall schedule and can optimise journeys and tasks to achieve required outcomes | E | A/I |
|  | Demonstrates a willingness to undertake training as required | e | a/i |
|  |  |  |  |
|  | **6. Equality** |  |  |
|  |  |  |  |
|  | **Knowledge of the Equal Opportunities policy** | D | a/i |
|  | Appreciation of the complications of Equal Opportunities in service | e | a/i |
|  |  |  |  |
|  |  |  |  |

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**For Information:**

Category

1. Essential Requirement without which the candidate would be unable to carry out the duties of the post.
2. Desirable Features which would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have the qualifications, training, experience, etc.

Method of Assessment

1. To be assessed from information provided on the Application Form.

(D) Documentation

1. To be assessed at Interview.
2. To be assessed by Selection Test.