

Kent County Council
 Job Description: Driver/Customer Support Assistant – Mobile
 Library

Directorate	Growth, Environment & Transport
Unit/Section	Libraries, Registration & Archives
Grade	KSC
Responsible to	Customer Service Officer

Job Purpose

To deliver the mobile library service to communities across Kent. This role involves both driving a mobile library vehicle and delivering excellent customer service at the different mobile stops or in any of the library buildings.

Accountabilities

1. Be responsible for the vehicle ensuring compliance with health & safety and standards of road worthiness, driving in accordance with the Highway Code Regulations. Liaise with your line manager and the designated workshop regarding maintenance and repairs of the mobile library vehicles.
2. Ensure the mobile library is at the right place and at the right time according to the advertised timetable.
3. Engage with all customers in a friendly, helpful manner. Use IT systems provided to deliver the service. Assist all customers to access the service and deal with all enquiries as they arise. This role in addition to working on a mobile may require you to work in one of our static libraries or to cover another mobile route if needed. Collect statistics on use of the individual mobile stops and send to customer insight team to ensure accurate and regular records on stop usage is kept.
4. Maintain mobile library stock in good order and make sure everything is tidy and well presented.
5. Be aware of the range of Libraries, Registration and Archive services to signpost and promote proactively to customers and the wider community.
6. Report back to your line manager any changes in the local community that affect routes or stops.
7. Work to and within KCC financial procedures and regulations, including cash handling.
8. Be responsible for delivering services that comply with equality policy, procedure and legislation. Work to and within Health & Safety procedures and use good practice to maintain security of facilities and the Health & safety of self, colleagues and public using our premises.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Driver/Customer Support Assistant – Mobile Library

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Criteria
Qualifications	A Full UK driving licence.
	Educated to GCSE/NVQ level 2 or can demonstrate equivalent depth of knowledge and experience.
	IT literate and competent in the use of Microsoft Office.
Experience	Experience or understanding of working in a customer focused service.
	Experience of driving commercial vehicles up to 7.5 tonnes
	Able to demonstrate professional driver ability.
Skills and Abilities	The ability to converse at ease with customers, answer questions and provide advice.
	Able to demonstrate ability to work unsupervised and also part of a team.
	Able to engage with customers to promote and deliver high quality services.
	Able to work within daily schedules and timetable.
	Ability to follow instructions and routines without close supervision.
	Can demonstrate an understanding of Kent Libraries, Registration and Archives services.
Knowledge	Understands Health and Safety, equality and road traffic legislation relevant to the role.
Kent Values and Cultural Attributes	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p>

	<p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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