

Kent County Council

Job Description: *Mobile Library Driver Customer Support Assistant*

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

Purpose of the Job:

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.

Main duties and responsibilities:

- 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.
- Ensure the mobile library is at the right place and at the right time according to the advertised timetable.
- 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.
- Maintain mobile library stock in good order and make sure everything is tidy and well presented.
- Be aware of the range of Libraries, Registration and Archive services to signpost and promote proactively to customers and the wider community.
- Report back to your line manager any changes in the local community that affect routes or stops.
- Work to and within KCC financial procedures and regulations, including cash handling.
- 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 their 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: *Mobile Library Driver Customer Support Assistant*

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	<ul style="list-style-type: none"> • Driver Certificate of Professional Competence (training can be provided subject to T&Cs and minimum employment period) • Current valid driving license to drive a vehicle up to 7.5 tonnes. • 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	<ul style="list-style-type: none"> • Experience of driving commercial vehicles. • Experience or understanding of working in a customer focused service.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • A Full UK driving licence • Able to demonstrate professional driver ability. • 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.
KNOWLEDGE	<ul style="list-style-type: none"> • Can demonstrate an understanding of Kent Libraries, Registration and Archives services. • 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 Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent</p>

	<p>Empowering - Our people take accountability for their decisions and actions</p>
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	<p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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