



Library Driver & Support Officer

JOB PROFILE

Incorporates

Section 1 Post Descriptor

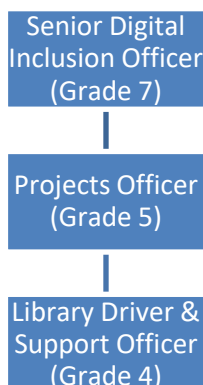
Section 2 Person Descriptor

SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Library Driver & Support Officer	
Department: Citizen, Culture & Facilities	Section: Library Services
Reports to: Library Support Co-ordinator	Grade: 4
Position Number: ES2447	Gauge Reference: A7742
2. JOB PURPOSE The Library Driver & Support Officer is responsible for delivering items across the library network and the associated safe operation and maintenance of vehicles. The post involves sorting items, loading and unloading the vehicle and driving safely. The postholder will also be required to provide cover for the Mobile Library and Home Delivery services, as well as working in library branches, delivering frontline library services to the public.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: The post holder will be responsible for cash handling and banking branch income. Staffing Direct: The post holder will have no direct staffing responsibility. Staffing Indirect: The post holder will have no indirect staffing responsibility. The post holder will report on a day-to-day basis to the Library Support Co-ordinator.	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

The Libraries team manages eight Public Libraries, five School Libraries as well as a Mobile Library and a Home Delivery service. Libraries encourage reading, inspire creativity and support lifelong learning through free access to books and other physical and digital resources, computers and information. Our wide portfolio of activities embrace all age ranges and include baby yoga, baby massage, Bookbug, Storytime, primary and secondary school events, computer classes, Macmillan cancer support, author talks and literature festivals.

Libraries are an integral part of the local authority in meeting its statutory duties, improvement targets and local outcome improvement objectives. There is close liaison with a number of Council departments and external partners to meet local and national priorities. Contributions are made to the Council's Community and Service Plans, and to national Library strategy in collaboration with the Scottish Library and Information Council. Systems and procedures are in place to monitor the impact on service users and are used to ensure continuous service improvement.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Undertaking driving duties as required including driving the mobile library and other Council vehicles to support service delivery
- Delivering materials including library stock to library branches and providing a home delivery and collection service to housebound residents, ensuring effective and efficient service correct locations and on time.
- Delivering excellent standards of service to internal and external customers, including responding to enquiries.
- Responsibility for the safety and maintenance of service vehicles, including daily checks, reporting faults, cleaning and arranging timely servicing, repairs and MOT testing.
- Responsibility for cash handling including regular collection and safe deposit of income to bank

- Contributing to operational working groups within the service as required and supporting effective and efficient service delivery including through working towards agreed targets, and contributing to the monitoring and reporting of statistics, such as enquiries, visitor counts, issues.
- Supporting facilities management and property maintenance across the service including reporting of repairs, security, CCTV, key holding, fire safety including testing/drills and associated recordkeeping.
- Supporting inventories/stock checks across the service.
- Opening and locking of buildings, vehicles and car parking area

7. PROBLEM SOLVING

The post holder requires knowledge and experience of driving and maintaining vehicles, including large vehicles such as the Mobile Library. They will work to resolve day to day issues in a timely manner in order to minimise disruption to the public. In instances where problems cannot be resolved through normal procedures, advice will be sought from the Library Support Coordinator, or Lead Officer: Library Support in their absence.

8. PLANNING

The post holder will schedule tasks related to operation and maintenance of the library vehicles up to three months ahead in liaison with the transport section. Preventative maintenance tasks and testing will need to be planned around the delivery of library services in order to minimise disruption to the public.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder is line managed by the Library Support Coordinator, primarily through frequent personal contact & discussion, with regular informal team meetings. The majority of the workload is driven by the demands of the library service. Beyond this some tasks are allocated by the line manager in order to support service delivery.

Many of the daily tasks are established practice but may require the post holder to make routine decisions. For example, rescheduling deliveries according to events or library closures.

For the majority of the working week, the post holder will operate without supervision. Problems experienced during routine tasks should be dealt with independently in the first instance, and referred to the line manager in unusual and/or difficult circumstances.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

The development of effective working relationships is critical to the delivery of key outcomes for the role. These relationships include:

Internal communications and working relationships:

Communications will involve contact with colleagues in Library Services, in relation to achieving the aims objectives and targets set for the service, and to ensure the efficient delivery of library services on a day-to-day basis.

External communications and working relationships:

Communications will involve contact with customers and visitors to the mobile library; school children (including SEN schools) visiting the school mobile library; socially isolated & vulnerable adults utilising the Home Delivery service. Particular communication skills are required when dealing with such specific groups of people as those listed above – for example, empathy when talking to the socially excluded housebound users in their own homes; assertiveness when dealing with school pupils with behaviour problems; etc. Due to the nature of working with the public, the post holder will occasionally be required to deal with difficult and/or abusive customers, and they are required to challenge inappropriate behaviour before requesting assistance from the police or senior staff.

11. DECISION MAKING

The post holder is required to make decisions throughout the course of their day, but is able to refer unusual or difficult problems to a line manager. Due to the nature of providing customer service to the public, routine decisions would typically be about resolving complaints or queries. Such decisions are largely routine with guidelines generally available.

12. MOST CHALLENGING PART OF THE JOB

Repetitive lifting and moving of often heavy boxes is a core part of the role, and can be physically demanding. Safe driving and vehicle safety is crucial, but particular precision is required to manoeuvre the Mobile Library. Ensuring preventative maintenance and upkeep tasks are scheduled in-between service delivery is a particularly challenging aspect of the job. The safe routine maintenance of 12 fork lift batteries within the vehicle electrical system also presents a challenging aspect to the role.

13. GENERAL

The duties and responsibilities contained within this post descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post, without changing the character and nature of the post.

The post descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

Disclosure/PVG membership: PVG for children and adults required.

Politically Restricted Post: n/a

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14. WDC TRAINING

West Dunbartonshire Council – Operates Skills Passports for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet Organisational Development & Change

- Skills Passport A – New Entrant Employee Passport
Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy
- Skills Passport B – WDC Employee Passport
Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

- Library & Information Services Induction Training

SECTION 2: PERSON DESCRIPTOR

Essential	Desirable
Qualifications	
Good standard of education; 5 standard grade passes or equivalent with certification in literacy and numeracy and/or relevant experience.	ICT qualification – EDCL or equivalent.
Full, clean driving licence with category C (requirement to drive 7.5 tonne vehicles)	
Training	
	Any relevant training to this role – e.g. customer service, vehicle maintenance, working with children, ICT, etc.
Experience	
Previous experience of driving large vehicles, similar to the Mobile Library.	Previous experience of working in a library or cultural venue.
Previous experience in a customer-facing or customer service role.	Previous experience of working with children.
Previous experience of basic vehicle maintenance.	Previous experience of supporting people in the use of ICT.
	Previous experience of cash handling.
Knowledge and Skill	
Working knowledge of ICT, to the level of ECDL or equivalent.	Knowledge and interest in books, reading, music and film or an interest in local history or fine art.
Able to work effectively as part of a team.	
Excellent customer service skills.	
Good communication and interpersonal skills – able to communicate with all ages.	
Disposition	
An outgoing, friendly and courteous manner.	
Attentive to detail and accuracy.	
Flexible attitude.	
Able to demonstrate enthusiasm and initiative.	