

JOB OUTLINE	
JOB TITLE: Driver – Library Services	JET CODE: 6044
DIVISION: Partnerships and Community Services	
SERVICE/BUSINESS UNIT: Communities and Partnerships	
REPORTING TO: Librarian – Digital and Adult Services	
RESPONSIBLE FOR: None	
JOB PURPOSE: To provide a distribution service for library materials to libraries and schools and to support the Mobile Library Service within East Lothian, maximising efficiency of service delivery within specific standards and in accordance with the Council's policies and plans with a commitment to achieve best value.	
MAIN DUTIES: <ul style="list-style-type: none"> • Drive the library van. • Ensure the cleanliness, safe operation and servicing of the library van, ensuring that all daily safety checks and routine cleaning are carried out as and when required. • Report any vehicle defects and ensure appropriate action is taken. • Support the Mobile Library Service by providing relief driving cover for the Mobile Library and assisting in maintaining the cleanliness of the Mobile Library vehicle. • Prepare and load boxes for delivery to public and secondary school libraries and to sort materials returned. • Load and deliver; <ul style="list-style-type: none"> o School project collections to and from primary and secondary schools. o Bookbug collections to and from nurseries and primary schools. o Book group collections to and from libraries. o Items for the Museums Service to and from various locations, when required. o Hospitals and Residential Care Homes. o Archives/Records Management information. • Provide general administrative support to Library HQ, including dealing with visitors, reporting any property maintenance faults to Property Maintenance, etc. • Assist with support duties within branch libraries and Library HQ, when required. 	

- Undertake general handyperson duties including repairs/moving and assembly of furniture and fittings within branch libraries and Library HQ.
 - Contribute to the development of policies, procedures and strategies relating to Library and Customer Services and ensure effective and efficient implementation.
 - Contribute to the work of the Library Services Team and to support other members of that team, as and when required.
 - Contribute to the development of services available, in line with changing demands, targets and feedback, to ensure the delivery of an effective, efficient and high quality service to both internal and external stakeholders.
 - Develop and sustain effective internal and external relationships and appropriate partnerships in relation to the service being provided.
 - Participate on internal and external working groups, as required.
 - Support a culture of continuous improvement using management information and customer feedback.
 - Assist in the management of procedures relating to the health and safety of staff, customers and visitors to Library HQ, in accordance with the Council's Health and Safety Policy and legislative requirements.
 - Promote a positive image of library and customer services by providing excellent Customer Care.
 - Promote the Council's vision and values and a corporate culture that is positive.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Driver Certificate of Professional Competence (Driver CPC).

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the

preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- N/A.

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Driver Certificate of Professional Competence (Driver CPC).</p> <p>This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.</p>	<p>Educated to 'Higher' level, NC or SVQ level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>Customer Service Professional Qualification – Award/Certificate Level.</p>
Previous Experience (Paid & Voluntary Work)	<p>Experience of working in a library/customer service environment within a local authority or other customer focused organisation.</p> <p>General driving experience.</p> <p>Manual Handling experience.</p>	<p>Experience of working in a library/customer service environment within a local authority.</p> <p>Experience and knowledge of relevant legislation, eg. Equalities, Health and</p>

	<p>Understanding of effective customer care.</p> <p>Understanding of the diverse needs of customers.</p> <p>Awareness of equalities and diversity.</p>	<p>Safety, Data Protection and Freedom of Information.</p>
Knowledge/ Skills /Competencies	<p>Knowledge of the East Lothian area.</p> <p>Effective verbal and written communication skills.</p> <p>Effective organisational and time management skills.</p> <p>Competent in the use of Microsoft Office Suite such as Word, Excel, Outlook etc.</p>	
Personal Qualities	<p>Ability to work to a high degree of accuracy, paying close attention to detail.</p> <p>Ability to use own initiative.</p> <p>Ability to multi-task.</p> <p>Ability to investigate and resolve problems.</p> <p>Ability to prioritise work under pressure and to meet deadlines.</p> <p>Ability to work flexibly as part of a team.</p> <p>Ability to manage effective relationships with tact and diplomacy.</p> <p>Ability to deal sensitively with individual clients, including the need to maintain confidentiality.</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p>	

	We work Together	
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