



Job Description

Job Title:	Mobile Library Assistant / Driver
Reports to:	Fleet Officer
Job Level:	FC04
Responsible For:	No supervisory responsibility
Job Purpose:	To assist in the provision of effective and efficient library services from a Mobile Library to local communities
Key Tasks & Responsibilities:	<p>Customer Service</p> <ul style="list-style-type: none">• Dealing with and sourcing customer enquiries, within given guidelines, recognising when to refer to supervisor• Issue and discharge items of library stock• Carry out agreed customer care policies• Create and maintain library membership files• Create and maintain displays of library stock• Compile selection of books, etc, as required by community groups, household readers• Advising borrowers on items requested suggesting suitable alternatives <p>Stock Management</p> <ul style="list-style-type: none">• Selecting stock from pools to ensure stock turnover <p>Administration</p> <ul style="list-style-type: none">• Resolving minor administration problems taking into account individual customer circumstances• Handling and banking cash <p>Driving and maintenance of vehicle</p> <ul style="list-style-type: none">• In consultation with supervisor whether or not to go out or continue route during inclement weather• Attempt at vehicle fault diagnosis and then reporting to transport and supervisor• Maintaining tight schedule in adverse weather or traffic conditions• Dealing with enquiries, often requiring patience, tact and diplomacy• Handling a large vehicle and ensuring safe use of vehicle and safety of public
Working Conditions:	<p>This post will be based at Bankhead, Glenrothes.</p> <p>Flexible working</p> <p>You may be required to work at any other place of work within Fife, as reasonably required by OnFife.</p>

Flexibility is required and access to transport is necessary, as there will be travel throughout the region

Weekend and evening work form a necessary part of the working week, for which enhanced premiums are paid.

Other Duties:

The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

The post is subject to PVG checks. Associated costs will be met by OnFife.

The particular duties and responsibilities attached to a job may vary from time to time without changing the overall purpose of the job and would not therefore; justify reconsidering the grade for the job. Such variations would be reflected in an updated job profile.

Person Specification

Job Title

Attributes	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> • Direct client/customer services • Large vehicle driving • Using ICT hardware and software including Micro-soft applications 	<ul style="list-style-type: none"> • Library experience • Work with children 	Application
Education, Qualifications & Training	<ul style="list-style-type: none"> • Full clean driving licence with category C1 • CPC (or working towards) • General SVQ Level 2 or equivalent including English at Standard Grade 2 or above 	<ul style="list-style-type: none"> • SCOTVEC ONC/ HNC in Library and Information Science • ECDL or similar 	Application
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> • Interest in books and reading • Numerate and literate • Internet knowledge and search skills • Good organisational skills 	<ul style="list-style-type: none"> • Creativity • Familiarity with a library environment • Awareness of basic vehicle maintenance 	Application
Interpersonal & Communication Skills	<ul style="list-style-type: none"> • Good communication skills, written and oral • Ability to deal with difficult situations calmly and firmly • Helpful, outgoing and confident • Able to work as part of a team • Able to work without supervision • Flexible attitude & self-motivated • Ability to relate to children 		Interview