Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title**: Courier/Cash/Chauffer/Library Driver | **Group/Department/Service:** Place, | **Office Use** |
| **Band:** 2 | **Workplace:** Highways and Transport  | JE ref: 290HRMS ref: |
| **Responsible to:** Transport Services Manager | **Date:** March 2009 | **Manager level:** 3 |
| **Job Purpose:** Provide the provision of an efficient courier service throughout the County. |
| **Resources** | Staff | None. |
| Finance | None |
| Physical | Responsibility for the careful use and maintenance of the vehicles and allocated tools and equipment. |
| Clients | Duties have an indirect impact upon the health and safety of the community. |
| **Key Duties and responsibilities:** Individually or as part of a team and under the general direction of senior colleagues:1. Provide an efficient and effective courier service throughout the County. 2. As necessary, drive and operate a range of vehicles to provide efficient and effective logistical support.3. Complete, or ensure the completion of, all necessary paperwork to accurately record the resources used and progress of work in accordance with corporate procedures.4. Ensure the safety of other employees and the public in relation to the work undertaken including the safe use of all plant, equipment and tools.5. Liaise with service users and members of the public in a courteous and respectful manner.6. Ensure the team completes all categories of work within the time, quality and specified service standards.7. Ensure that work is performed in a safe and responsible manner in compliance with the relevant risk assessment.8. Work collaboratively with team colleagues to ensure that work plans are achieved and quality standards are maintained.9. Respond to and deal with simple problems referring more complex issues to immediate supervisor.10. Carry out routine vehicle driver and equipment operator checks in accordance with established procedures11. Staff will be expected to work across the frontline services within their allocated area team.The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Need to attend training and development courses, meetings or other work sites within area.Normal working week, Monday to Friday, with occasional evening, weekend and emergency call out work. Driving regulations apply.Operating outdoors in all weathers and traffic conditions. |

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**PERSON SPECIFICATION**

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| **Post Title:** Courier/Cash/Chauffer/Library Driver  | **Group/Department/Service:** Place, Highways and Transport Services | Ref: 290 |
| **Essential** | **Desirable** | **Assess****by** |
| **Qualifications and Knowledge** |
| Knowledge of the legislation and regulations relating to driving.An awareness of Health & Safety legislation and its application in the workplaceRelevant knowledge of the range of tasks together with the operation of associated tools and equipment.An appreciation and interest in the need for the service. | NVQ or equivalent in an appropriate subject.Previous experience in a related area of work. |  |
| **Experience** |
| The ability to drive a range of non HGV vehicles. . Experience of carrying out vehicle checks. | The ability to drive HGV Level vehicles. |  |
| **Skills and competencies** |
| Able to understand and follow straightforward spoken and written instructions.Able to keep basic work records.Ability to drive a variety of vehicles.Specialist skills associated with the operation and maintenance of hydraulic equipment.Able to plan, organise and prioritise resources and staff, including own time. | Appreciation of the role of a Banks-person. |  |
| **Physical, mental, emotional and environmental demands** |
| Able to cope with the regular high level of physical demands.Able to maintain general awareness for safe working conditions with some periods of concentration. Some contact with service users and the public which results in limited emotional demands.Ability to operate outdoors in all weather conditions. |  |  |
| **Motivation** |
| Reliable and keeps good time.Committed to the ethics of public service, quality and customer service.Appropriately follows instructions to achieve set tasks or objectives.Adapts to change by adopting a flexible and co-operative attitude.Supportive and adapts to team working.Demonstrates integrity and upholds values and principles. | A willingness to undertake job related training. |  |
| **Other** |
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 JOB EVALUATION PROFILE

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| **Post Title: Courier/Cash/Chauffer/Library Driver SS3**  | **Director/Service/Sector:** | **Ref:** |
| **Job Evaluation Factors & Profile Statements** | **Factor Level** |
| **Knowledge** |
| The job requires knowledge of a range of tasks and the operation of associated tools and equipment, some of which, either singly or in combination, are relatively complex. | 3 |
| **Mental Skills** |
| The job requires judgemental and creative skills, as there is an occasional need to interpret information, or situations in order to solve straightforward problems that may also involve the application of ideas or concepts created by others but new to the County Council. | 2 |
| **Interpersonal & Communication Skills** |
| The job involves the oral or written exchange of information with other employees of the County Council, or members of the public, where tact may be required. | 2 |
| **Physical Skills** |
| The work requires driving skills associated with a large van, truck, tractor, road roller or dump truck, with or without ancillary equipment.  | 3 |
| **Initiative & Independence** |
| The job involves working within recognised procedures that leave some room for initiative including responding independently to problems and situations that may be unexpected at the time but for which recognised procedures exist. | 3 |
| **Physical Demands** |
| The job involves almost continuously working in very awkward positions and regular and frequent lifting/carrying/pushing/pulling items of very heavy weight. | 4 |
| **Mental Demands** |
| The job requires general awareness and attention of the senses with regular and frequent periods of up to eight hours when these senses need to be particularly alert. The job may alternatively require similar periods of enhanced mental attention or periods of up to four hours of concentrated mental attention. The job is subject to high levels of work-related pressure. | 4 |
| **Emotional Demands** |
| The job involves limited contact with, or work for, people who are angry, difficult, upset, or whose circumstances are such as to cause stress to the jobholder. | 1 |
| **Responsibility for People** |
| The job has some direct impact on the well-being of people who are recipients of the County Council’s services. | 2 |
| **Responsibility for Supervision** |
| The job does not normally have any direct responsibility for the supervision, direction or co-ordination of other employees, other than demonstration of own duties to others or giving advice and guidance to new employees. | 1 |
| **Responsibility for Financial Resources** |
| The job involves limited, or no, direct responsibility for financial resources but may occasionally require handling of small amounts of cash, processing and checking invoices and cheques against other documentation to identify errors, or other equivalent occasional tasks. | 1 |
| **Responsibility for Physical Resources** |
| The job regularly involves careful use of very expensive equipment. | 3 |
| **Working Conditions** |
| The job involves continuous or almost continuous exposure to very disagreeable conditions. These aspects are unavoidable and integral to the job. | 5 |