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| **Job Description** | |
| **Post title** | Relief Courier |
| **JE Reference No** | N6693 |
| **Grade** | 1 |
| **Service** | Transformation and Partnerships |
| **Service Area** | Business Support |
| **Reporting to** | Accountable to the Senior Support Services Officer in Business Support |
| **Location** | Your normal place of work will be County Hall, but you may be required to work across any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

This post will be casual and only required to work as and when required.

The post holder will also work when required in conjunction with the Business Support Manager who forms part of the Management Team within Regeneration and Local Services.

Liaison with other Corporate Service functions will also be required in order to ensure “single”

Council working is delivered.

The post holder will be responsible for working in a customer focussed Administration team within

Regeneration and Local Services, and will provide relief cover for an internal Courier delivery

function across Council Depots and Locality Offices within the Durham County Council Area. The

post holder will also be responsible for challenging existing systems with an aim to improve service

delivery. A flexible approach must be adopted at all times and a current clean driving licence is

essential. A council vehicle will be provided in order to carry out the role. This role will provide relief

cover for the Courier as and when required and on occasion could be required at short notice.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Challenging existing ways of working in order to develop lean systems.
* Assist in updating procedural guidance notes for the Courier Service to ensure service continuity at all times.
* To work with a customer focussed team approach.
* To participate in team meetings and ensure effective and efficient channels of communication are facilitated.
* Assist in identification of risks within the area.
* Promote a positive culture with colleagues and contribute to continuous service improvement.
* Ensure a professional approach to work is adopted at all times
* To be flexible and carry out job shadowing with other colleagues to ensure continuous cover at times of annual leave and sickness

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Business Support Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Relief Courier | | |
|  | Essential | Desirable |
| Qualifications | A current clean driving licence | Evidence of Personal improvement |
| Experience | Experience working in a driving environment  Experience in team working | Experience in providing a courier delivery/support service |
| Skills & Knowledge | Knowledge and understanding of local government processes.  A knowledge of the Durham County Area  High level communication skills | An ability to be pro-active in service development and improvement  An ability to be part of a team  An ability to challenge current systems and procedures |
| Personal Qualities | A positive attitude committed to excellent customer service  A positive approach to service delivery  Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. |  |