



JOB DESCRIPTION & PERSON SPECIFICATION

SERVICE AREA: Libraries

POSITION NO:

SECTION: Library Operations

GRADE: 3

JOB TITLE: Caretaker/Driver

DATE PREPARED: 3/5/2019

EVALUATION DATE: 20th January
2012

JE NUMBER: HCL1673

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Company's Equal Opportunities in Employment Policy.

PURPOSE: As a member of a centralised city-wide team gives direct caretaker support to the library service over several sites under the direction and leadership of Senior managers, Area managers, Senior librarian's, Librarian's and Supervisor's.
Monitoring building related health and safety and maintenance issues and liaising with external and internal contractors. Direct liaison with the public in a sometimes-confrontational situation, supporting both staff and the public.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children, young people and/or vulnerable adults by direct intervention, liaison and referral to the appropriate services.
2.	The post holder will be required to travel between various libraries and partnership buildings, organising their own work schedules in consultation with the supervisor caretaker and premises manager, which will cause the least disruption to service users. This includes the daily transport system delivering library material across the city-wide service. There is a requirement to ensure the post holder meets the current company's Driver Assessment. Liaises with Fleet regards the maintenance and use of company vehicles.
2.	Responsible for the security and wellbeing of library staff, public and premises for example: • Deals with anti-social behaviour incidents, i.e., drug users, violent and aggressive behaviour. Acts as main liaison with the PCSO's, Police and ASB team. • Monitors the internal CCTV system. • Proactive in taking action to prevent vandalism and other undesirable activities on the premises.

3.	Provides excellent customer service to library staff and users. • Meets and greets the public offering assistance, when necessary, e.g., supporting and instructing customers to use Self Service machines and other basic library functions. • Is the first point of contact when dealing with difficult and challenging behaviour by the public. • Working with Senior librarian's, librarian's and partners to ensure relevant furniture, and other resources are in place for events organised by staff, partnerships or the public. This includes ensuring health and safety requirements are in place, e.g., risk assessments.
4.	Monitors and maintains adequate supplies of library resources and other necessary materials for distribution including: • Implementing a stock control system including receipt, safe storage and usage. • Requesting the ordering of stock and on occasions, with authorisation of the manager, purchasing items from other suppliers by cash. • Distributes all internal post, parcels, library stock, reserved library material, etc. to all library service points across the city on a daily basis. This involves the need to work on a rota to driver the library van. • Responsible for co-ordinating and issuing internal parcels/post for delivery by courier or other means i.e., Guildhall courier, external couriers etc. • Unpacks, sorts, repacks and distributes all library materials as directed, e.g., daily library stock relocations to satisfy the reservation of stock from the public at differing sites, contributing to statistical targets.
5.	• Has the technical expertise and knowledge to check the working order of equipment, furniture, heating systems, taking gas/electric/water meter readings, recording the findings and reporting any faults to the on-site manager/supervisor, senior manager. Extensive knowledge of the layout and plant of each library premise in order to assist library managers, contractors and emergency services when on site. • Acts as the primary contact with all surveyors, contractors, NPS, etc. for direct liaison on building works, intruder/fire alarms systems, health and safety, etc. Liaising with contractors to the conclusion of the defect/repair.
6.	• Ensures the efficient heating, lighting and ventilation of the premises. Directly dealing with NPS, and internal/external contractors where necessary. • Arranges furniture and other requirements for meetings and exhibitions, e.g., sets up laptops, projectors, and other ancillary equipment, and the clearing of rooms after use. Remains on the premises whilst such meetings are in progress.
7.	• Acts as a key holder responding to requests for access to the buildings for maintenance or emergencies which may be outside of the normal working hours. Acts as a key holder and Caretaker for out of hours events in library service points, e.g., Councillor meetings, public events, etc.
8.	• Works with School Library Service staff to deliver project boxes to schools across the city on a regular basis, e.g., once a term to all schools. This is a service which is bought in by local schools and this function is an integral part of this services income generation. • Provide casual driver cover (sickness/holidays) for the home library (Housebound) service.

10.	Undertakes various miscellaneous duties including • Minor repairs. • Routine servicing of equipment used in duties. • Lifting and carrying of furniture and equipment etc. • Organising the disposal of discarded library materials. • Cash handling (cash boxes, petty cash, etc). This requires the post holder to collect cash from library service points around the city and deliver to the Libraries Admin Team and vice versa. • Delivery of urgent internal mail to other company establishments and external venues as required • Carrying out regular checks and tests on electrical and emergency lighting equipment to fulfil legal and health and safety legislation and company policies.
11.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on Hull Culture and Leisure, as your employer and you as an employee of the company. In addition to the Company's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the Company's H&S policy.
GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Company are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Company.	

DIMENSIONS: All sections should be completed – if there aren't any state 'none'	
1. Responsibility for Staff:	1. The post-holder whilst having no direct line management of staff ensures the safety of staff and provides a secure environment for staff and public. 2. None, however, advice regarding individual competency — Health & Safety and Fire/Security 3. First point of contact to resolve anti-social behaviour. 4. Duty officer liaison during Fire evacuation or other associated incidents i.e., ASB
2. Responsibility for Customers/Clients:	1. The post-holder needs to have extensive knowledge of the building(s) and library services to enable them to assist staff, customers and contractors. 2. Ensures library buildings are a safe and secure environment for the public, e.g., keeps corridors clear for health and safety of staff/public, clears pathways of Snow or Ice, etc. 3. The post holder is required to have an awareness of Health & Safety safe practices, risk assessments and policies, e.g., safeguarding of vulnerable adults and children. 4. Library service liaison with contractors whilst on site, e.g., health and safety information, civic, fire/intruder alarms, etc.
3. Responsibility for Budgets:	1. Responsible for handling cash between city wide service points. 2. The post holder may be required to handle cash amounts for identified purchases under the direction of the responsible officer.

4. Responsibility for Physical Resources:

1. Acts as key-holder to all Hull library premises which includes 1 Central building and 8 service points across a city-wide service.
2. Responsible for ensuring that health and safety procedures, fire logs, emergency lighting checks, etc. are managed in accordance with the company's policies.
3. Attends and acts as a first point of contact in response to emergency call outs, evening or Weekends as requested by Civic One or Police.
4. Inspects and maintains two Fleet vehicles reporting problems or concerns to the Fleet Manager.
5. Monitors the boilers, fire alarms, security alarms and emergency lighting at all Library premises reporting any problems/defects to the Supervisor Caretaker/Driver or Admin officer.
6. Liaison with NPS and associated internal/external contractors.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

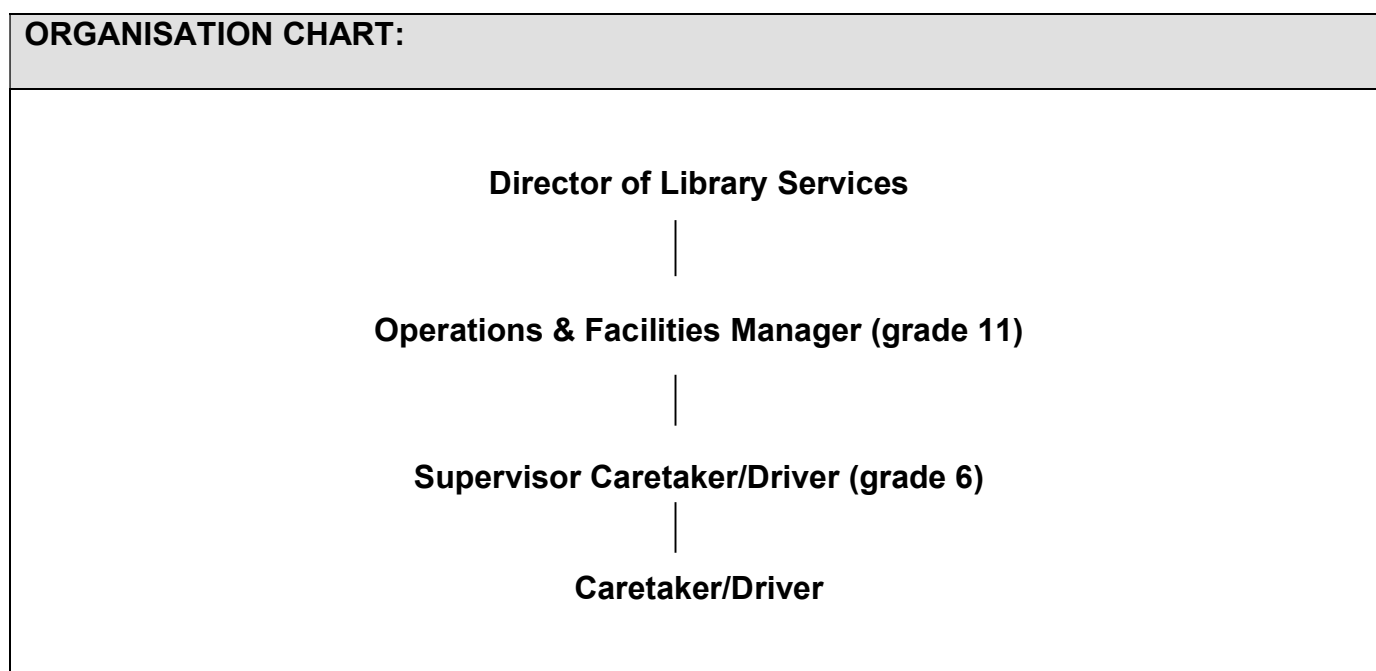
- Senior management team, Senior librarian's, Librarian's, Administrative staff, Library managers and other library staff to deliver high quality library services to the public. For general advice and information regarding maintenance and cleaning work, line management issues and formal and informal supervision.
- Interact with Service Users during course of their work

2. With Any Other Company Areas

- HCAL staff where libraries work within a shared resource, e.g., Waudby centre, Dock Office Chambers, etc.
- As instructed by senior managers, etc.

3. With External Bodies to the Company

- To liaise with and provide information to NPS, including architects and surveyors, Civic One and the Building Cleaning Unit and Fleet management.
- The delivery of library resources to partnership organisations delivering library services, i.e., Customer Service Centres.
- General public – to provide excellent customer service to all visitors to Hull Libraries, e.g., meet and greet, and support Hull Libraries in its aims and objectives.
- To provide information and support regarding library premises to external contractors, the emergency services, Police, Fire Authority and suppliers.
- Works directly with colleagues and partner organisations who share buildings on issues in order to respond to customer behaviour, repairs/defects, resources, etc.
- Stakeholders and partnerships who deliver a service on behalf the library service, e.g., PRE (Freedom centre) & PANDA (Gipsyville library)



	Tick relevant level for each category						Supporting Information (If applicable)
	Not applicable	Low	Moderate	High	Very High	Intense	
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day-to-day office environment).				√			Lifting carrying boxes on a daily basis utilising appropriate equipment, as necessary. Lifting boxes in and out of a vehicle, moving furniture as required for events, etc.
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day-to-day office environment).			√				Cash handling across several library service points. Acts as first point of contact and escorts contractors to various parts of the building including the roof. Many areas are not normally accessible to staff. Acts as first point of contact for CIVIC in out of hours call outs.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day-to-day office environment.				√			The post holder deals with anti-social behaviour on a regular basis. This can be in the form of removing adults and/or children from a service point who are

							behaving in a threatening manner to dealing with drug users who are under the influence of drugs.
--	--	--	--	--	--	--	---

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. <i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation</i>		Essential	Desirable	How identified
1.	Qualifications:			
	Good standard of general education including basic literacy and numeric skills.	x		AF/I
	Clean Driving Licence	x		AF/CQ
	SIA (Security Industry Authority)		x	AF/CQ
	Moving and handling equipment	x		AF/I
	First Aid certificate		x	CQ
2.	Relevant Experience:			
	Previous experience in a similar manual handling/driving post.		x	AF/I
	Working with differing client groups of all ages and abilities.	x		AF/I
	Working in a public environment, e.g., community centre, supporting or delivering a service to the public	x		AF
	Partnership working		x	AF/I
	Maintenance of buildings and equipment	x		AF/I
3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people and/or vulnerable adults.	x		I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people and/or vulnerable adults.	x		AF/I
	Proven ability to work on own initiative to facilitate problem solving.		x	I
	Is a good team player with a commitment to providing a high-quality service.	x		AF/I
	Has good customer care skills,' including diplomacy and tact, with the ability to achieve customer care standards in sometimes pressured situations.	x		I
	Basic understanding of stock control, fire safety, etc	x		AF/I
	Proven ability to organise and prioritise own workload.	x		AF/I
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children, young people and/or vulnerable adults.	x		AF/I
	Manual handling.	x		IAF/CQ
	Knowledge of security and fire equipment and procedures.	x		AF/I
	Proven ability to undertake minor building/equipment repairs.	x		AF/I
	Understanding of Data Protection and confidentiality		x	AF/I
	Knowledge of health & safety issues	x		AF/I
	Basic knowledge of IT equipment.	x		AF/I

PERSON SPECIFICATION		Tick relevant column		List code/s*
The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only. *Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation		Essential	Desirable	How identified
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people and/or vulnerable adults	x		AF/I
	Good verbal and interpersonal skills to communicate orally with colleagues, staff and the public using tact and diplomacy as required.	x		AF/I
	Ability to follow instructions from Senior manager, Librarian's and library managers.	x		AF/I
	Ability to work as part of a team	x		AF/I
	Written Skills			
	Basic written communication skills to enable information to be passed on.	x		AF
	Able to work shifts	√	N/A	
6.	Other:			
	Working at heights		√	I
	Using ladders		√	I
	Able to carry and lift above head height	√		I
7.	Additional Requirements:			
	Able to work shifts	√	N/A	
8.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Company obtaining a satisfactory Enhanced Disclosure (Child Workforce) from the Disclosure & Barring Service (if ticked as an essential requirement).	√	N/A	DBS Disclosure
	If the postholder requires a Standard or Enhanced DBS disclosure the candidate is required to declare full details of everything on their criminal record.	√	N/A	AF(after short listing)
	If the postholder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)