

Job Description

Job Title	Driver Courier
Directorate	Strategy and Change
Service Area	Document Solutions Service
Grade	3
Competency Level	1
Salary	£24,790 to £26,409
Job Type	Office Based
Location	Victoria House
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To drive departmental vehicles in a safe and considerate manner ensuring the safety of any load / passengers / pedestrians and delivering mail, printed material and other items as instructed adhering to timescales, SLA's and performance indicators.

Directly Responsible For:

N/A



Directly Responsible To:

Document Solutions Manager.

Main Areas of Responsibility:

- To undertake the driving of any vehicle (within their class of licence) and operate any ancillary equipment in an efficient, economical and safe manner to facilitate the transportation and delivery of mail, print and other items
- To ensure that loads are handled, transported and secured safely using appropriate lifting equipment and trolleys in line with manual handling, health and safety and road traffic legislation and regulations
- To be responsible for the cleanliness of the inside and outside of any vehicles and to ensure the vehicle looks presentable at all times
- To be responsible for conducting Vehicle Daily Checks (including walk-around checks), fuelling, and oiling of vehicles and servicing the vehicle with air, water, fluids etc
- To safely operate and maintain any tail-lifts and other ancillary equipment that may be fitted
- To carry out daily checks on all handling / securing equipment (trolleys, straps, ropes etc) and ensure that any loads being moved are secured correctly.
- To promptly report any faults, defects and ensure vehicles are presented for any servicing / repairs / safety checks as required
- To receive service based training as required to ensure safe and compliant transport of any goods, materials or passengers and to adhere to any guidance provided
- To complete any daily log sheets / other documentation fully
- To report promptly any incidents / road traffic accidents irrespective of whether or not a third party is concerned

- Deal with Customers in a polite and courteous manner during collections and deliveries
- To assist with general administrative duties sorting and recording any mail and uploading information onto databases and other systems, and reporting any discrepancies / faults with equipment and any information systems
- It must be understood that every employee has a responsibility to ensure work they do complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work undertaken is performed in accordance with all relevant Health and Safety legislation, codes of practice, and the City Council's safety plan
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake any other duties which may from time to time be assigned. This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility

It must be understood that every employee has a responsibility to ensure work they do complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the City Council's safety plan.

Supervision and Management Responsibility:

N/A

Budget and Financial Responsibility:

N/A

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The duties of this post will incorporate a significant manual element including lifting, carrying and will need the ability to bend, stoop and lift repeatedly / continually in a safe manner and use trucks, trolleys and other equipment provided to move heavier objects

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Full UK Driving Licence (A)

Desirable

- Good literacy, numeracy, and communication skill
- Able to use computer equipment and Microsoft Office packages for inputting of data

Experience

Essential

- Experience of driving large vans in all environments (A/I)

Desirable

- Experience of working in a performance led environment delivering on performance indicators and service level agreements

- Experience of working in a mailing environment would be an advantage
- Experience of dealing with schedules, work programmes and meeting deadlines

Skills/Abilities

Essential

- Able to work in an organised manner to complete all typical daily tasks as and when required, including administrative duties, completion of log sheets etc (A/I)
- Working independently and as a team member (A/I)
- Possess good interpersonal skills (A/I)

Desirable

- Ability to use tail lift equipment, goods handling equipment (trolleys etc) and load restraining equipment eg ropes straps

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council as well as complying with relevant Standing Orders / Financial Regulations (A/I)
- A commitment to the highest standards of customer care (A/I)
- To keep up to date with all technical developments and to participate in all training as required, sharing knowledge with colleagues as appropriate (A/I)
- Have a flexible working approach (A/I)

Other

Essential

- The duties of this post will incorporate a significant manual element including lifting, carrying and will need the ability to bend, stoop and lift repeatedly / continually in a safe manner and use trucks, trolleys and other equipment provided to move heavier objects (A/I)

Desirable

- Working within Health & Safety Regulations