

Cambridge City Council



Job Description and Person Specification

Shopmobility Assistant (Volunteer)

Role Purpose

To assist in the day to day running of the Shopmobility Scheme providing a mobility aid loan service to the public.

Key Details

Location:

Grand Arcade Car Park Operations Room & Grafton Centre
Officer

Reports to:

Deputy Operations Manager

Liaison with:

Contractors, CCTV, Security, Managers, General Public,
Shopmobility Customers and Blue Badge Holders

Disclosure & Barring Service (DBS):

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.

This post is identified as involving working with these groups and is a position of trust. Employment is subject to an acceptable DBS check. Further guidance will be provided at the appropriate stage of the selection process.

Person Specification

ESSENTIAL CRITERIA

Knowledge

- Understanding of the importance of effective customer care
- Understanding of the importance of team work

Skills & Competencies

- Ability to communicate well with members of the public and contractors
- Good oral and written skills
- Able to meet 'Dial-A-Ride' customers on foot
- Awareness of and ability to understand the needs of vulnerable people
- Literacy and numeracy skills
- Able to work in partnership with other agencies and organisations

Other Qualities

- Ability to travel between sites
- Confident and polite approach when dealing with challenging situations
- Good time management skills
- Able to wear a uniform
- Calm under pressure
- Team player with a 'can do' attitude
- Willingness to undertake compulsory learning and development

DESIRABLE CRITERIA

- Experience of customer interaction by phone and face to face
- Experience of working in a customer-facing environment such as car parks, customer service centre or similar
- Experience of working with vulnerable people
- Basic IT Skills
- Problem solving skills
- Good time management skills

Main Roles & Responsibilities

1. To deal with general enquiries from members of the public in a polite, helpful and courteous manner, ensuring high standards of customer care are met
2. To take bookings of equipment face to face, by email or phone whilst maintaining a commitment to openness and equality of opportunity ensuring that all individuals are treated with dignity and respect
3. To input customer data and operate any of the Council's existing or future types of recording systems in accordance with instructions issued and training given
4. Assisting with routine internal audit activities and ensuring that all records that are required for audit or other council purposes are prepared, maintained, and provided as required
5. To conduct assessment of new customers ensuring that the appropriate mobility aid is provided

6. To issue mobility aids to and instruct customers in their use so as to ensure that they are able to use the equipment safely
7. To inspect equipment daily ensuring it is safe, fit for use and charged and clean. Informing your line manager of any repairs or major maintenance required
8. To report any breakdowns, faults and vandalism of Shopmobility equipment to the Car Park Supervisor or Deputy Operations Manager
9. To supervise vehicles in the Shopmobility car parks including directing of traffic, patrolling and checking occupancy of Shopmobility parking areas so as to ensure a safe environment for both staff and users of the service
10. To meet Shopmobility customers and deliver mobility aids from designated Dial A Ride drop off and pick up points within the city boundaries
11. To relocate between Shopmobility offices as required ensuring operational demands are met