



LIVE BORDERS

RECRUITMENT PACK

Relief Mobile Driver

ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.

A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.

A MESSAGE FROM OUR CHIEF EXECUTIVE



THANK YOU FOR YOUR INTEREST IN JOINING LIVE BORDERS.

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

A handwritten signature in black ink, appearing to read "cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive
Live Borders

THE ROLE

Job Title	Relief Mobile Driver
Hour Of Work	Zero Hour Contract
Salary	Grade 4 £14.10 - £14.70 (£27,202.85– £28,360.42)
Holidays	30 days, plus 4 public holidays
Location	Various Live Borders Libraries
Reports To	Library Service Development Lead
Closing Date	Monday 13 th July 2026

JOB PURPOSE

This is a relief (casual) post with no set hours/days of work, covering sickness absence, holidays etc and to assist with weekend working/evening events and activities on occasion, subject to postholders availability.

- Shifts will be worked by arrangement in agreement with the Library Service.
- A main base/Library Service work location will be agreed, but the postholder may also be asked to work at other Live Borders library sites, to help with staff cover at short notice, subject to postholder's availability.
- Relief Library Mobile Drivers work as part of a team and are responsible for assisting with day-to-day operational running of the mobile library/outreach service: driving the vans, providing customer service, answering customer enquiries by phone, email and in person, issuing books and other resources, carrying out light maintenance duties and vehicle safety checks, assisting with scheduled activities/events and providing cover at other branch libraries when required. The role contributes to the provision of high-quality library services, outreach and community engagement.

Main duties include:

- Driving library mobile vehicles, providing excellent service to library customers, issuing/returning books & resources and processing reservation requests, using the Spydus Library Management system. Post holder will also be expected to act as a keyholder and alarm call out, as required.
- The postholder also supports delivery and promotion of the Library Service annual programme, including attendance at events, festivals and outreach activities, assisting leaders delivering activities, clubs and events including book bug/storytelling activities, and raising customer awareness of wider library facilities including: People's Network, photocopying, Princh printing and other IT and digital/online facilities such as- Borrowbox, Press Reader and the Live Borders APP.
- Post holder will record daily footfall statistics, assist with public donations/gifts to the library service and contribute to weekly & monthly reports for collecting performance statistics and recording engagement with communities.

KEY RESPONSIBILITIES

<p>Service Delivery: operational duties</p>	<p>Carry out driving duties and day-to-day mobile library/outreach routines, routes and processes: including customer service, stock selection, issues and returns, shelving and maintenance of library materials, processing reservations and delivering items to customers, library member registration and other administrative tasks to ensure the efficient and effective delivery of services.</p> <p>Undertake general oversight of cleanliness and minor maintenance/safety checks (e.g. checking tyre pressures, fuel, oil and water levels etc). Carry out usual driver maintenance checks, including security of vehicles. Ensure that vehicle tax/MOT's/insurance etc re compliant, and scheduled safety checks and services are booked in advance with SBC fleet/other approved contractors.</p> <p>Report repairs or accidental damage to line manager and the Library Service Development Lead, timeously and complete associated reports/paperwork as directed.</p> <p>Deliver high standards of customer care and customer service</p> <p>Assist with arrangements for the acquisition, borrowing, and return of library materials including collections from other Live Borders libraries/inter-library loan requests.</p> <p>Work with library colleagues and other staff/managers in Live Borders cultural services- to build and maintain effective partnerships and project work, collaborating on planning events/activities and deliver continuous improvement for the Service, to meet sector standards.</p>
<p>Service Delivery: security, data protection, and development activities.</p>	<p>Ensure security of buildings, vehicles, book stock, monies etc, and comply with data confidentiality requirements- including compliance with GDPR guidelines for data protection and maintain confidentiality regarding LMS database/library members' personal information etc.</p> <p>Assist the Library Service Development Lead and wider Cultural Services section by participating in appropriate corporate and town/regional development initiatives, including partnership project work, festivals and community engagement activities approved for library service participation.</p> <p>Contribute actively to the development and promotion of the library service and its activities including collaboration</p>

	with Live Borders marketing/engagement team, Business Support team, and St Mary's Mill library digital/admin team on keeping the public well-informed via Live Borders libraries newsletter content, updates to website information, digital developments and social media communications.
Budget Management: taking cash and credit card payments/record keeping	Minimal requirement. as cash is generally not carried on mobile library vans (but postholder may occasionally be required to assist at events/outreach activities in taking public donations, fees and gifts to the library service - in accordance with Service directions, Trust procedures and Financial Regulations.
People Management	Assist with induction of new staff/casual staff to ensure that team onsite is appropriately trained and supported and assist with supervising work experience pupils/students,/volunteers.
	Adhere to HR policies, library service procedures, and Health and Safety safe working practices- including fire safety, first aid and manual handling/lifting.Ensure public compliance with current Library Management Rules.
	Ensure compliance with self-reporting requirements via Bamboo- for holiday requests, sickness absence notifications and updates on health or personal contact details. Follow requirements for recording of approved additional hours worked- and submit end of month timesheets/travel claims for approval within deadlines.
	Ensure that self and team colleagues work effectively and maintain productive and supportive working relationships and follow organisational procedures and practice when communicating within wider library/cultural services teams/with senior managers.
	Postholder will be expected to gain competence in use of software applications for communications: emails, access to Spydus Library Management System, use of Teams for participation in online meetings and SharePoint/MS Office Word and Excel- for reports.

The remit includes the following requirements:

- Act as key holder and emergency/alarm call out
- PVG/Disclosure check – YES.
- Working out of hours – on occasions, and evening/weekend work may also be required.

- Lone working.
- Driving large vehicles in rural/remote locations.
- Travel costs from home to work locations are not re-imbursed. Essential use of own car for travel between work sites will be recompensed at current mileage rates, for approved travel in relation to library service requirements.
- The post holder should also be aware that any road traffic accidents incurred, while carrying out mobile van driving duties, should be reported to your own car insurer and may impact on your personal car insurance premium.
- Person Specifications covers further detail of essential qualifications/competencies required for this role.

SKILLS, KNOWLEDGE & EXPERIENCE

EDUCATION/QUALIFICATIONS			
Essential	Assessed By	Desirable	Assessed By
3 standard grades including English (or the equivalent level in similar educational qualifications)	App		
Full clean UK driving licence including Category C1 (large vehicles)	App		
EXPERIENCE			
Essential	Assessed By	Desirable	Assessed By
Experience of working with the public as customers	App/Int	Significant work experience in public library sector or similar cultural settings	App/Int
Experience of working with computers and office technology, including Microsoft Office software, for record-keeping etc.	App/Int	Proficient in Microsoft Office (Word/Excel), Email, TEAMS online, Sharepoint, Internet and social media APPS. Knowledge of using library management systems and procedures (e.g. Spydus LMS etc, or other similar)	App/Int
SKILLS AND KNOWLEDGE			
Essential	Assessed By	Desirable	Assessed By

Excellent communication skills, interpersonal skills, and a welcoming, friendly and respectful attitude.	App/Int		
Confident in working with a range of customers and activity/outreach participants- including assisting library members, community groups, education groups and project partner organisations.	App/Int	Track record in assisting with delivery of a range of activities for all age groups, in a library or cultural services setting.	App/Int
Strong teamworking skills	Int		
Willingness to be keyholder, alarm call out and lone worker as required.	App/Int	Experience of being keyholder, alarm call out and experience in lone-working.	App/Int
Excellent timekeeping skills, ability to work with initiative and flexibility- organise workload and meet schedules, as advertised to customers.	Int		
PERSONAL ATTRIBUTES			
Essential	Assessed By	Desirable	Assessed By
Genuine interest in helping the public	App/Int	Evidence of maintaining own skill set, training and CPD related to customer service.	App/Int
Active library member with strong personal interest in literature, reading and E-audio resources	Int	Awareness of current reader trends in literature.	Int

KEY **App** - Application **Int** – Interview

PACKAGES & BENEFITS

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

ASVA membership: We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

For free entry to our Attractions and free membership to our Gyms and Swimming Pools you will need to show your most current payslip for any hours worked

HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Fiona Coltman, Museums, Libraries & Archives Manager on fcolton@liveborders1.org.uk

If you have a disability and require assistance completing your application form, please contact our People Team by email at R@liveborders.org.uk or by telephone on 01835 617049.

We look forward to receiving your completed application.

If you would like to apply for this post, head to
<https://liveborders.bamboohr.com/careers>