



Ipswich Borough Council  
Job Description: **H12**

**Shopmobility Assistant**

**Main Purpose of Job**

Control the operation of the Shopmobility Centre to include handling enquiries, booking vehicles in and out and ensuring the security of vehicles and Centre:

**Main Duties**

1. Open Shopmobility Centre checking that all vehicles are accounted for and on charge.
2. Book users in making sure that all details of vehicles loaned are entered on daily booking sheet.
3. Book back the returned vehicles/users, record any reported defects of safety concerns and complete relevant papers.
4. Register new users, checking relevant ID.
5. Give new users appropriate training on the vehicle required, making sure that they understand basic Health & Safety do's and don't's.
6. Take bookings face to face and via phone calls and answer basic questions about the Scheme.
7. Supervise the dedicated Shopmobility parking bays to ensure unauthorised use is minimised
8. Empty waste bins, clean staff toilet, wipe around surface in kitchen and sweep Shopmobility Centre.



Ipswich Borough Council  
Person Specification –

**Shopmobility Assistant**

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	Educated to GCSE level pass or equivalent in a minimum of two subjects, including English/Maths.		Application Certificates
<b>Work Related Experience / Job Related Skills</b>	<p>Experience of dealing with the public in person and on the phone.</p> <p>Working knowledge of all Microsoft Windows applications.</p>	<p>Proven IT skills in relation to accurate word processing and ability to maintain databases.</p> <p>Experience of working within an office environment</p> <p>Experience of working in a similar position</p> <p>Experience of demonstrating mobility equipment</p>	Application Interview
<b>Specialist Knowledge</b>		Knowledge of mobility equipment	Application Interview
<b>Personal skills</b>	<p>Ability to deal with people at all levels over the phone and in person.</p> <p>Good organisational skills.</p> <p>Good written and verbal communication skills.</p> <p>Ability to work on own</p> <p>Ability to make decisions on own judgements.</p> <p>Demonstrates a flexible work attitude to meet requirements of the service.</p> <p>Demonstrates ability to work with minimal supervision.</p>	Demonstrates willingness to work with others to help achieve service requirements.	Application Interview

<b>Special Working Conditions</b>	Ability to work Saturdays		Application
-----------------------------------	---------------------------	--	-------------