

Job Profile

Shopmobility Assistant

Grade B

Date created: 10th August 2026

About the Job

- To deliver a high standard of customer service at the city's Shopmobility service. You will maintain and assist in maximising the use of the schemes fleet and will administer and run the service/premises including handling donations and saleable goods.

This is what we need you to do...

- Deliver a high level of customer service ensuring a comfortable and welcoming atmosphere whilst finding ways to go the extra mile, signposting vulnerable customers to other services that meet their needs.
- Take bookings, assessing, training and assisting customers in the safe operation of the vehicles.
- Be responsible for the opening and closing of the premises, building security and running the shop where appropriate.
- Have sufficient knowledge to ensure that vehicles are in satisfactory condition and initiative to carry out the recovery in the event of a breakdown.
- Take direction from the Shopmobility Team Leader who will implement new ways of working and will bring a commercial focus to the business.
- Contribute to the delivery of service plans to meet the council's corporate plan priorities in accordance with the requirements of the Service Manager.
- Maintain and develop constructive relationships as part of a collaborative working environment.

- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

Special Conditions □

May be subject to DBS check.

- To undertake such other duties, training and / or hours of work as may be reasonably required, and which are consistent with the general level of the post.
- The role will include substantial weekend work.

The ideal candidate will have...

Experience

- Experience of working within a mobility or access service.
- Experience of working in a customer service environment.
- Experience of coping well under pressure.

Knowledge, Skills and Understanding □

- Technical operating knowledge of mobility scooters.
- Excellent customer service standards.
- Excellent communication skills.
- Ability to work as part of a team.
- Good levels of numeracy.
- Knowledge of Health and Safety compliance requirements.
- Interest in developing product knowledge.
- Able to promote products to meet sales targets.

Behavioural attributes

- **Efficiency and Value for Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- A good level of general education

Desirable

- Hold a Health and Safety Qualification