

Impact Furniture Services Ltd

Role Profile

JOB TITLE: Operative/Driver

SCALE: Driver – scp 11 to 14

Team: Impact Furniture Services - Logistics Team

Location: Countywide

REPORTS TO: Logistics Manager

DATE: September 2018

Job Purpose

To provide a countywide delivery/collection service of goods, ensuring that items are collected and delivered on time.

To clear void properties within target timescale and recycle/dispose of furniture/rubbish appropriately.

To ensure the best operational relationships between the service, tenants, members of the public and contractors.

Key Valued Behaviours

The key Valued Behaviours for all staff throughout the Association are attached.

Key Responsibilities

1. To drive a commercial vehicle (3.5 tonne vans), in a safe and orderly manner, taking into consideration that the vehicle has logos and can easily be identified by the general public. To be a responsible for the vehicle at all times and not allow unauthorised persons to drive the vehicle, which is restricted to named Impact Housing staff.
2. To plan efficient and effective routes in accordance with IFS procedures, map reading and locating sites in the geographical area of operation.
3. To maintain the vehicles in a roadworthy condition and keeping them clean both internally and externally. To ensure the vehicle/driving logs are accurate and up to date. To report any damage/repairs and when the vehicles need servicing to the Logistics Manager.
4. To collect and deliver furniture and other goods in accordance with Impact Furniture Services (IFS) procedures, and as required by the customer, ensuring care is taken on customers' premises, not to damage any of their property. To ensure that customers are satisfied with the IFS service at all times.
5. To assist with manual loading and unloading of the vehicles, ensuring all goods are safe and secure when being transported by appropriate means, ie. tying, protective covers etc, following IFS operating procedures.
6. To clear void properties, including gardens and outbuildings, liaising with the Logistics Manager and lead contractor on site. To dispose of rubbish and furniture appropriately, either by skip on site or transporting to the warehouse or agreed location.

7. To clear and collect domestic rubbish from void properties whilst communicating with contractors to arrange timings of collections.
8. To carry out void clearances within the agreed timescale to ensure all void targets are achieved across the Association.
9. To carry out general office duties as required, including: organising collections and deliveries with customers over the telephone, recording data and reading/sending e-mails.
10. To assist with the general storage of furniture/goods and contribute to keeping the warehouse/office tidy and well organised.
11. To work with, support and supervise volunteers and young people who assist with deliveries, collections and void clearance work.
12. To provide cover to other IFS sites when necessary.
13. To represent Impact Furniture Services and Impact as a whole by attending meetings where appropriate, and also promoting IFS and the facilities we have when communicating with customers.

General

14. Ensure internal business processes are followed in line with IHA's policy, procedures and statutory requirements.
15. Ensure that all data protection requirements are met in accordance with IHA's policy, procedures and statutory requirements.
16. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.
17. To take a full and positive role in training courses as and when required.
18. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
19. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
20. To be aware of all health & safety requirements that are relevant to your work and that are set out in Impact's Health & Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
21. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Blueprint and Customer Offer, as appropriate.
22. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
23. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION – OPERATIVE/DRIVER, LOGISTICS TEAM, IMPACT FURNITURE SERVICES

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Practical and Intellectual Skills</p> <ul style="list-style-type: none"> • Capable of driving a 3.5 tonne commercial vehicle (normal full driving licence will cover this) and a good working knowledge of the Highway Code. • Able to plan & co-ordinate efficient/economical delivery routes, including an ability to map read and locate sites/addresses. • Able to manually lift goods into and out of the vehicle, manoeuvre into properties and negotiate stairs. This will also include the ability to move goods in the store/warehouse. • Able to manually clear properties, gardens, sheds etc. and remove furniture, rubbish and load vehicles/skips. • Excellent communication skills - good telephone manner and able to deal with enquiries by telephone and face to face. • Able to work on own initiative and as part of a team. • Able to prioritise/plan workload and work under pressure. • Administration/IT skills including knowledge of Microsoft Word, Excel and Outlook. 	<p>Essential 1</p> <p>Essential 2</p> <p>Essential 3</p> <p>Essential 4</p> <p>Essential 5</p> <p>Essential 6</p> <p>Essential 7</p> <p>Desirable 1</p>	<p>Application Form/Assessment/Interview</p> <p>Application Form/Assessment/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Experience of loading a vehicle efficiently and ensuring goods are transported safely. • Experience/committed to providing excellent customer service. 	<p>Essential 8</p> <p>Essential 9</p>	<p>Application Form/Assessment/Interview</p> <p>Application Form/Interview</p>
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Competent level of literacy and numeracy. • Full current valid driving licence • Manual handling qualification 	<p>Essential 10</p> <p>Essential 11</p> <p>Desirable 2</p>	<p>Application Form</p> <p>Application Form</p> <p>Application Form</p>
<p>Other</p> <ul style="list-style-type: none"> • Ability to work flexibly to meet the needs of the service; including evenings and weekends. 	<p>Essential 12</p>	<p>Application Form/Interview</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document on organisational valued behaviours 	<p>Essential 13</p>	<p>Interview</p>