

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: May 2017

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. 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.
15. To take a full and positive role in training courses as and when required.
16. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
17. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
18. 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.
19. 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.
20. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
21. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

NB. The Logistics Team is a new team, and as the business grows, the tasks within the profile will change to reflect this.

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

| REQUIREMENTS | ESSENTIAL DESIRABLE | METHOD OF IDENTIFICATION |
|---|--|---|
| <p>Valued Behaviours</p> <ul style="list-style-type: none"> • Business focus • Courageous • Communication • Develop your potential • Customer focussed • Accountability • Integrity • Collaborative • Equality & Diversity | <p>Essential 1 Essential 2 Essential 3 Essential 4 Essential 5 Essential 6 Essential 7 Essential 8 Essential 9</p> | <p>Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview</p> |
| <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 10 Essential 11 Essential 12 Essential 13 Essential 14 Essential 15 Essential 16 Desirable 1</p> | <p>Application Form/Assessment/Interview Application Form/Assessment/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview 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 17 Essential 18</p> | <p>Application Form/Assessment/Interview 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 19 Essential 20 Desirable 2</p> | <p>Application Form Application Form 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 21</p> | <p>Application Form/Interview</p> |

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017