

JOB DESCRIPTION & PERSON SPECIFICATION

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| Group: | COMMUNITY AND CHILDREN'S SERVICES |
| Division: | Adult Short Term Intervention |
| Section: | Vision Products |
| Sub Section: | Community Equipment Service |
| Post Title: | Delivery Driver / Installer |
| Vision Post Number: | 15840 |
| Grade: | GR 4 |
| Responsible to: | Warehouse and Logistics Manager |
| Posts Reporting to this Post: | NA |
| Team: | Community Equipment Service |
| DBS Required Level: | Enhanced |
| Location: | Pontyclun |
| Date of Description: | August 2019 |

KEY OBJECTIVES

To provide a comprehensive effective and efficient delivery and collection service, as defined by their Line Manager and in line with the needs of the business.

SPECIFIC RESPONSIBILITY

To adhere to risk assessments and safe systems of work highlighting any concerns to the line manager.



To ensure vehicles and equipment is kept in a clean and tidy condition with effective infection control measures in place to avoid contamination of equipment.

To ensure the best route management is optimised for deliveries/collections.

- The correct and safe loading of equipment and goods onto and off transport, following work instructions.

- To assist in the picking of equipment for delivery runs from Stores as directed.

- Ensure correct equipment and information defined in the paperwork is delivered to the Customer.

- The safe installation and instruction of equipment.

- To ensure an excellent customer service is provided.

- To be responsible for the accurate completion of all paperwork relating to deliveries and collections, to and from clients/satellite stores.

- To be responsible for the accurate completion of vehicle log sheets and other vehicle and journey documentation as requested.

- The safe unloading of equipment and paperwork/instructions back into designated area.

- To take part where required and on a Rota basis in the provision of an out of hours breakdown repair/replacement and to deliver urgent equipment, install key safes and as directed relocate furniture for the Stay Well At Home 2 service.

- To be able to competently operate processes such as barcoding, and electronic recording of tests undertaken using handheld or mobile devices.

- To deliver equipment on behalf of Vision Mobility and collect payment from customers and return to the relevant Vision Mobility Shop.

- This post may be expected to work across the entire geographic area covered by Vision Products Community Equipment Service.

- Work with all members of staff to ensure the Business and Department goals are achieved.

- Work with all members of staff to ensure that the existing Quality Standards are achieved and develop new procedures in line with the needs of the business.

- Supply the Line Manager with specific information which will allow him/her to make informed decisions.

- Effective and efficient use of all equipment issued including any PPE.
- Correctly adhere to all procedures regarding vehicle use.
- Advise Line manager of anything that affects their ability to carry out their work. This includes any alteration to driving licence, status and ability.
- To relocate furniture as directed for the Stay Well At Home 2 Service.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

| ATTRIBUTE | ESSENTIAL | DESIRABLE |
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| KNOWLEDGE/ EDUCATION | <p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills</p> <p>Possession of current, clean UK driving licence</p> <p>Knowledge of mobility and healthcare products</p> | <p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>Knowledge of community equipment services</p> <p>Knowledge of data protection guidelines</p> |
| EXPERIENCE | <p>Experience of working with customers</p> <p>Experience of working with a range of IT systems</p> <p>Experience of meeting targets and demands of a customer driven service</p> <p>Experience of planning own workloads</p> | <p>Experience of providing a delivery service in a similar environment</p> |
| COMPETENCIES | Skilled Manual Workers Competency Framework | |

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| Working with Others | <p>Is a 'team player'.</p> <p>Listens to feedback and isn't easily offended by it.</p> <p>Always treats other people with respect</p> |
| Communicating Effectively | <p>Tells people everything they need to know.</p> <p>Listens well to others; understands what they mean, not just what they say</p> |
| Working with Service Users | <p>Is a good representative of the Council, at all times.</p> <p>Considers the needs of different groups e.g. children, senior citizens, disabled people</p> |
| Demonstrating Technical Ability | <p>Keeps their equipment in good order ensuring that equipment is well maintained.</p> <p>Is willing to learn new tasks</p> |
| Working Safely | <p>Knows and follows relevant H&S rules and procedures.</p> <p>Never attempts to carry out risky tasks without appropriate training/guidance.</p> <p>Carries out daily inspection of equipment</p> |
| Being Committed and Reliable | <p>Has a positive attitude towards completing any necessary tasks.</p> <p>Uses their initiative and can work without close supervision.</p> <p>Is honest and trustworthy.</p> |
| SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS | <p>Full Driving Licence</p> |