



emmaus
Greenwich
working together to end homelessness

Van Driver

Job Description

Location:	Various Emmaus Greenwich outlets
Hours	40 hours per week over five days to include Saturdays
Accountable to:	Logistics & Audit Manager
Responsible for:	Companions and volunteers

Purpose of the Job:

- To lead on house clearance and removal service and assist with other business contracts in order to maximise sales.
- To help with van deliveries and collections providing a first class customer service.
- To support Companions and volunteers working in the retail business.

Duties and Responsibilities

General Responsibilities

- Responsible for ensuring that only quality donations and those which conform to all relevant legislation (including 1988 Fire Safety Legislation (as amended in 1989, 1993 and 2010) are accepted for resale in the shop.
- Responsible for planning routes to maximise use of time and fuel when arranging collections and deliveries.
- Ensure driving, collection and delivery services are administered effectively and comply with the law at all times.
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, up and down stairs.
- To lead on the administration and quotes for the house clearance service and assist with Home removal admin when required.
- Supervise and lead Companions and volunteers working on the van crews.
- Responsible for Health and Safety for all activities associated with loading, unloading, driving and manoeuvring of vehicles including use of tail lift, driving skills, movement of goods within organisation's premises and at customer premises, and ensure all members of the vehicle team take their responsibility for Health and Safety seriously.
- Support and train Companions and volunteers to ensure that customers are dealt with in a positive manner demonstrating good customer service

- To carry out basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks.
- Support and assist training companions and volunteers who are eligible to drive.
- Any other reasonable duties and tasks deemed necessary by the Senior Leadership Team

Financial

- Ensure policies and procedures for handling, movement and security of monies and stock are adhered to at all times and correct monitoring procedures are in place

General

Emmaus works with vulnerable people. Staff and volunteers must observe the proper demarcation and professional boundaries while performing their role.

You must always act in a way which will maintain the good reputation of Emmaus Greenwich, upholding the organisation's policies and procedures. You should strive to preserve good working relationships with Staff, Volunteers, Companions and the Trustees, keeping the appropriate key personnel well informed of significant matters relating to the Community

We expect you to carry out your job responsibilities in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently. You will be expected to apply sound 'value for money' principles in undertaking purchasing or supply of goods and services.

In Emmaus, volunteers are an important resource and make a vital contribution to Emmaus's aim to take action to help disadvantaged people. You will be expected to encourage, develop and support volunteer involvement in our work.

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Person Specification

Essential	Desirable
Experience	
<ul style="list-style-type: none"> • Experience of delivery planning • Customer service • Basic administrative experience 	<ul style="list-style-type: none"> • Recycling or second-hand retail experience • Stock and cash management • Working with volunteers • Retail skills • Working with vulnerable people or people with challenging behaviour
Knowledge and Commitment	
<ul style="list-style-type: none"> • Demonstration of a belief in and, the ability to, adopt and work within the Emmaus principles • Understanding of the business environment 	<ul style="list-style-type: none"> • Retail and trading law • Health & Safety: fire safety, manual handling, first aid, security • Homelessness issues
Education / Professional Certification	
<ul style="list-style-type: none"> • Basic standard of secondary education or above • Basic written English ability 	Course work in: <ul style="list-style-type: none"> • Customer Care • Health and Safety • First Aid
Skills	
<ul style="list-style-type: none"> • Driving Licence • Ability to stay calm and cope under pressure • Effective administration, organization and time management • Basic IT skills including Microsoft Word, Excel, Internet and email 	<ul style="list-style-type: none"> • Effective verbal communication • Effective listening • Ability to delegate
Personal Characteristics	
<ul style="list-style-type: none"> • Enthusiastic • Self motivated • A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential • Effective team player, with the ability to lead, work and delegate • Ability to engage others support • Commitment to environmental sustainability and social development • Able to welcome people with no prejudice 	