



emmaus

Leicestershire & Rutland

working together to end homelessness

Job Title	Van Driver
Hours	37.5 per week
Location	Emmaus Leicestershire and Rutland, Hinckley
Reports to	Business & Support Lead
Contract terms	Permanent Full Time (job share considered)

Purpose of the Job:

To drive a 3.5 tonne tail lift Box Van, working alongside Emmaus Companions and Volunteers to provide a first-class delivery and collection service of donated furniture and household items.

To ensure that all Companions and Volunteers are instructed on the safe handling, loading and unloading of goods.

Duties and Responsibilities General Responsibilities

Working in conjunction with the Retail Assistant and the Management Team

- Ensure driving, collection and delivery services are administered effectively and comply with the law at all times.
- Ensure 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. Acceptance of donations are at the discretion of the driver.
- Responsible for planning routes to maximise use of time and fuel when carrying out collections and deliveries.
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, up and downstairs.
- Deal with customers in a positive manner demonstrating excellent customer service to increase customer loyalty and attract new customers.
- Promote and engage customers with Gift Aid, including completion of the Gift Aid registration.
- Lead and support Companions working on the van crews.
Contribute to the growth of revenue and maximise profit for the charity.

- 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.
- Support and train Companions to ensure that customers are dealt with in a positive manner demonstrating good customer service.
- Lead the Companions in ensuring all stock is taken care of, not damaged, and stored appropriately in the warehouse.
- To carry out basic weekly fleet management i.e. tyre pressure, fluid checks, lighting checks and other routine safety checks.
- Any other reasonable duties commensurate with the role including additional duties and responsibilities to cover holidays and absences.
- Ensure policies and procedures for handling, movement and security of monies and stock are always adhered to and correct monitoring procedures are in place.
- Undertake other driving responsibilities as required by Emmaus Leicestershire & Rutland.
- Provide relief support in other areas/operations of the charity, as required.

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 Leicestershire and Rutland, 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.

Van Driver Person Specification

Essential	Desirable
<p>Education: A good general education</p>	
<p>Skills: Full clean valid driving licence (including authorisation to drive a 3.5 tonne van) – driving for at least 2 years Experience of delivery planning Customer service Administrative experience, Organisation & Time Management Ability to stay calm and work under pressure Delegate effectively</p>	<p>Recycling or second-hand retail experience An understanding of Homelessness issues Working with volunteers Basic IT skills including Microsoft Word, Excel, Internet, and email Customer Care – dealing with difficult customers</p>
<p>Experience: Working with vulnerable people or people with challenging behaviour Retail Experience Delivery Driver Working as part of a team Training and development of others Map reading/navigation Health & Safety Fire safety Manual handling First aid Customer Care</p>	<p>Understanding of the business environment Retail and trading law Fleet Maintenance Personnel Management Stock Management</p>
<p>Knowledge and Commitment: Demonstration of a belief in and, the ability to adopt and work within the Emmaus principles Respect and commitment of confidential issues Understanding of Equality & Diversity</p>	<p>Homelessness Issues</p>
<p>Other: Enthusiastic Self-motivated Effective team player</p>	