Driver Casual Job Profile

Reports to:	Social Enterprise Manager
Location:	Emmaus Oxford (242 Barns Road) and other locations as required
Responsible for:	Companion/Volunteer van crew
Hourly rate:	£14.06 per hour
Hours:	Variable based on a rota prepared 1 month in advance. Usual hours between 9am – 5pm Monday to Saturday

Overall Purpose of the Job

- Driving company vehicles. This includes driving 3.5 tonne Luton type box van with tail lift.
- Supervising a small team of volunteer and companion van crew
- Planning of the collection and delivery of furniture, and supervision and coordination of companions and volunteers, to provide excellent customer service; training, development, and support of Companions and volunteers, to enable them to perform effectively, to achieve personal development and meet organisational requirements.
- This post will be required to work on a rota covering 6 days a week [Mon-Sat].

Main Duties and Responsibilities

- Driving company vehicles to deliver and collect furniture and other donations and people.
- Drive and carry out house clearances with a team of companions, including transport of waste to local tips etc
- Contribute to the growth of revenue and maximisation of profit from effective and customer focused operations
- Coordinate, supervise and train Companions and volunteers to ensure high quality customer service when interacting with the public
- Ensure driving, house clearance, collection and delivery services are administered effectively and always comply with the law
- Develop and foster a team environment based on respect and mutual support to achieve the team goals
- Lead and teach teamwork by example
- Increasing the quality and quantity of donated items to realise the highest profit
- Increasing our customer loyalty and attracting new customers
- Coordinate and supervise the team of Companions and volunteers who are involved any day in collection and delivery.
- Drive organisation vehicles to achieve our business purposes, including collecting donated household goods and furniture, delivering purchased items, transporting goods to and from different sites, carrying out house/business clearances, disposing of items at local tips.
- Manoeuvre, lift and carry furniture and domestic goods to and from vehicles, in and out of buildings, and up and down stairs. Also supervise and work with others doing this.

- Responsible for Health & 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 ensuring all members of the vehicle team take their responsibility for Health & Safety seriously
- Maintain fleet security; account for and maintain fleet tools and equipment; conduct daily and weekly vehicle maintenance checks; maintain fleet appearance and cleanliness
- Use of digital logistics/gift aid system
- Maximise our 'Gift aid' income from donated items by ensuring that recording is completed.
- Undertake other driving duties as required by Emmaus Oxford
- Support the learning, skills development, and engagement in work activities of Companions
- Provide relief support in other operations as required.
- Any other duties as required by the Store Managers including additional duties and responsibilities to cover for holidays and absences.

Driver Person Specification

Essential	Desirable
Education: • Good general education • Valid Driver's Licence with at least 2 years driving experience, including authorisation to drive 3.5 tonne vans.	**Education:** • Customer Care; Dealing with Difficult Customers • Health and Safety • Fire Marshal • First aid
Skills: • Ability to drive Luton delivery van • Effective verbal/listening communication • Ability to stay calm and cope under pressure • Ability to delegate effectively • Effective administration, organisation and time management	**Skills:** • Computer skills, including Excel and Word • Proficient use of email and internet
Experience: • Delivery driver • Working as part of a team • Training and development of others • Customer service	**Experience:** • Scheduling rotas • Fleet maintenance • Personnel Management • Recycling or second-hand retail experience • Stock management • Working with vulnerable people or people with challenging behaviour
Knowledge: Map reading, navigation. Demonstration of a belief in, and the ability to adopt and work within, the Emmaus principles	• Retail and trading law • Health & Safety: fire safety, manual handling, first aid, security • Homelessness issues • Use of digital/phone base logistic/gift aid systems
Other (essential): • A belief in the potential of each individual and an understanding of the importance of community in helping an individual to achieve their potential • Over 21 [for driving insurance purposes] • Effective team member, with the ability to lead, work and delegate • Ability to engage others in support • Commitment to demonstrate the values of Emmaus Oxford: compassion, respect, value each individual, integrity, work to the best of our abilities, and solidarity	