

1. JOB DESCRIPTION

1.1	TITLE	Delivery Driver
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Commercial Manager & Shop Manager
1.4	STAFF MANAGED	Supported Work Experience Clients

2. OVERALL PURPOSE OF POST

- 2.1 To provide a customer and delivery service for all Crossroads Charity Shops, to collect and deliver furniture to/from the public, transport stock, store presentation and shop duties, whilst providing work placement opportunities for Crossroads supported clients.

3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To carry out instructed house clearances/furniture collection and deliver items to the designated Crossroads shop.
- 3.2 Liaising with all parties involved with the house clearance/furniture collection and deliveries, ensuring the smooth and safe operation of transporting furniture.
- 3.3 To liaise with the Furniture Shop Manager to ensure the safe and effective collection/delivery of furniture and household items from individual sellers and or donors and to ensure they are as described by the seller/donor, are in a saleable condition with appropriate fire labels attached and meet all legal requirements. Where necessary to explain to customers why items cannot be accepted in a clear and courteous manner.
- 3.4 To collect and distribute goods to and from all Crossroads Charity Shops, Masham Court buildings & offices as required.
- 3.5 To collect from the Charity Shops and deliver pre-purchased items of furniture at a pre-arranged time to the customer ensuring the purchased items do not suffer damage in transit.
- 3.6 To transport for recycling and waste disposal those items deemed to be unsuitable for sale (tip runs).
- 3.7 To prioritise and time manage workload accordingly.
- 3.8 To undertake a wide range of duties which will regularly include lifting and carrying of heavy furniture, furniture assembly/disassembly, shop lay out and presentation ensuring all fire escapes and pathways through the store are kept clear and free from obstruction.
- 3.9 Handling of cash will be minimal but in the event of a donation being handed to the van driver/assistant, a receipt should be issued to the donor. A copy of the receipt and the donation should be handed into the furniture Shop Manager.
- 3.10 Provide a safe environment where clients with learning disabilities can develop job skills, undergo basic training and develop a sense of worth and independence
- 3.11 Ensure the vehicle is kept in a clean and tidy condition, removing any hazards and be responsible for the security of it during working hours.

- 3.12 To make all vehicle checks in accordance with procedures and to report immediately to the Shop Manager any defects, damage, incidents or accidents.
- 3.13 To work in the charity shop if relief staff are required or to provide lunch cover
- 3.14 Cleaning and maintenance as required.
- 3.15 To ensure that Crossroads' uniform and protective clothing (hi-vis vests and steel toe boots) are worn at all times and that the Crossroads' ID card is available for the public to see.
- 3.16 To positively promote the organisation at all times.
- 3.17 To continually assess all risks.
- 3.18 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.19 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.20 To work and ensure all staff/volunteers work in a confidential manner concerning families and organisational matters.
- 3.21 To respect and ensure all staff/volunteers respect the personal choice of lifestyles of colleagues and people with care needs, ensuring that the Equal Opportunities principles are applied at all times.
- 3.22 To work as part of a committed, enthusiastic and dedicated team.
- 3.23 To comply with Crossroads' policies and procedures and the IOM Safeguarding Board procedures.
- 3.24 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training.

4 OTHER INFORMATION

- 4.1 Contact with vulnerable adults and children is to be expected.

PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Age 25+ (insurance purposes)	E
Excellent team management skills	D
Previous van driving experience	D
Excellent communication Skills	E
Ability to respect other people's property & lifestyle	E
Ability to conduct yourself in a punctual, honest and reliable manner	E
Experience of working with clients with learning disabilities or associated conditions	D
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Availability to work flexible days	E
Commitment to undertake necessary training	E
Current First Aid Certificate	D
Knowledge of carers' needs and the issues affecting them	D
A clean driving licence	E
Ability to lift and move heavy items including furniture safely	E