

1. JOB DESCRIPTION

1.1	TITLE	Delivery Driver
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Shop Coordinator & Properties Manager
1.4	STAFF MANAGED	Supported work experience clients

2. OVERALL PURPOSE OF POST

- 2.1 To provide a delivery service for all Crossroads Charity Shops, to collect and deliver furniture from/to the public 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, ensuring a smooth operation of transporting furniture.
- 3.3 To liaise with the Furniture shop manager collections of furniture from individual donors and ensure they are as described by the donor, in saleable condition and correctly labelled to meet all legal requirements. Where necessary to explain 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 & office as required.
- 3.5 To collect from the Charity Shop 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 deliver for recycling and waste disposal those items deemed by shop managers to be unsuitable for sale (tip runs).
- 3.7 To prioritise workload accordingly.
- 3.8 To undertake a wide range of duties which will regularly include lifting and carrying of heavy furniture.
- 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 hire company any defects, damage or accident.
- 3.13 To work in charity shop if relief staff are required.
- 3.14 Ad hoc cleaning and maintenance as required.

- 3.15 To ensure that Crossroads' uniform and protective clothing (hi-vis vests and steel toe boots) is worn at all times and that the Crossroads' ID card is available for the public to see.
- 3.16 To be a key holder of the furniture shop.
- 3.17 To positively promote the organisation at all times.
- 3.18 To continually assess all risks.
- 3.19 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.20 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.21 To work and ensure all staff/volunteers work in a confidential manner concerning families and organisational matters.
- 3.22 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.
- 3.23 To work as part of a committed, enthusiastic and dedicated team
- 3.24 To comply with Crossroads' policies and procedures and the IOM Safeguarding Board procedures.
- 3.25 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 and 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