

# LIGHTHOUSE FURNITURE PROJECT

## JOB DESCRIPTION

**Post:** Vehicle Driver

**Main Objectives:** The Vehicle Driver is ultimately responsible for all tasks associated with the efficient operations on the vehicle they are in charge of.

Driving vehicles primarily but not exclusively for, the delivery and collection of items for the company.

Ensure the safety of the loads and staff particularly when performing this role.

Ensure that the vehicle is legal and road worthy.

Responsible for service user satisfaction, within reasonable bounds, and promoting a positive attitude when representing the company.

Training staff to become proficient, particularly as Drivers Mates but not exclusively that role.

**Responsible to:** The Branch operational manager or Logistics Supervisor

### **Main Duties:**

1. To drive the company's vehicles (including those owned, hired or lent to the company) in a safe, courteous and legal way, remembering at all times that you are representing the company. You should give way in all confrontational situations on the road, regardless of who is in the right and not enter into any abusive verbal/non verbal scenarios.
2. Ultimately you are responsible for all tasks associated with the vehicle you are in charge of.
3. Supervision, support and training for any staff is appropriate and effective
4. Training of staff in all duties required to become proficient Drivers Mates. This will require taking less experienced staff out and teaching them skills such as, but not limited to:-
  - a. Map reading
  - b. Using Satellite Navigation systems.
  - c. Route planning
  - d. Tying up items to make loads secure
  - e. Booking items into the company's computer systems
  - f. Labelling of collected items
  - g. Item inspection and cleaning
  - h. etc
5. Delegation of non-driving tasks associated with this role to the Drivers Mates, ensuring that they are competent to carry out the delegated task and that the task is completed.
6. Highlighting to management any training that Drivers Mates may require which you are unable to give.
7. Delivery/collection of items into service user/suppliers premises and where reasonable to the location the service user requires. Lighthouse prides itself on helping service users more than most companies do, so it might be necessary to disassemble/assembly items for delivery/collection, however this should not be at the expense of completing all your scheduled drops (unless an additional service has been paid for).
8. Performing the daily van safety checks as well as ensuring the safe and clean condition of the project vehicle using the safety checklist and providing evidence of this according to company policy/procedures.
9. Ensure the vehicle is well maintained in terms of mechanical (fluid levels, lights working) and tail lift servicing, the MOT, breakdown cover and road fund license remain current and informing the manager of faults or problems with the company's vehicle/s.
10. Ensure that the vans are loaded and unloaded, in co-ordination with the Logistics Supervisor (when present) and in their absence ensuring items are loaded/unloaded in a timely manner, particularly when returning with new collection items, ideally in the sales area.

11. To look after the Satellite Navigation device ensuring it is stored out of sight when the vehicle is unattended.
12. Route planning to ensure the most efficient use of the company's vehicles (shortest/fastest route) and ultimately to successfully complete all deliveries and collections for the day.
13. To direct and work with others in the safe and efficient lifting, handling, loading, transporting, delivery and collection of items.
14. Ensure that the drivers mate gives clear signals when assisting you to reverse and that you have directed them as to what you require with regard to signals and what they mean.
15. Ensure that the van is stocked with all necessary safety equipment, leaflets, tools, phones, maps, pens, labels etc required to carry out all tasks.
16. Ensure that items that have been collected are identified and labelled correctly according to company procedures. Especially items that have multiple parts ensuring all parts are clearly labelled and where there are loose fixings ensure that they are bagged and attached to the main item.
17. Ensure any changes to the drops schedule are identified and any issues with drops are drawn to the attention of the Logistics or Sales supervisor / back office team.
18. Ensure that all items collected are unloaded and stored in a neat and safe way, particularly in remote locations.
19. Assemble/disassemble items when required as part of normal duties.
20. Ensure furniture complies with Trading Standards regulations (and any other relevant regulations) and is of the required quality and suitability, as prescribed by Lighthouse policies.
21. Deal sympathetically and respectfully with service users for deliveries and collections particularly with those donating furniture some of whom may be recently bereaved and/or have special needs.
22. Interact in a courteous and positive manner with 3<sup>rd</sup> parties:-
  - a. Greeting them in a positive way
  - b. Thanking them for items
  - c. Thanking them for thinking of the project, especially when rejecting items.
  - d. Politely declining items using positive feedback explaining:-
    - i. About Trading standards rules, and that we can be fined for taking items that breach these rules
    - ii. That we struggle to sell some items (i.e. CRT TVs because of the cheapness on LCD)
    - iii. Our storage limitations
    - iv. The fact that as a business we get charged to take items to the tip whereas individuals can do so for free
  - e. Do not use negative feedback e.g. 'I will get in trouble with the boss' as an excuse.
  - f. It is sometimes appropriate to take items regardless of condition or what the item is. Examples are:-
    - i. Aggressive or difficult customers
    - ii. Bereavement – to reduce donor stress.
23. Confirm items collected on the driver's sheets and onto the database.
24. Unsuccessful deliveries/collections are reported to the sales or logistics supervisor (or the admin office) immediately.
25. Declined donations are accurately recorded on the drop sheets with reasons given
26. Help in the warehouse when not engaged on van duties.
27. Comply with all company policies.

28. End of life items are dismantled, where appropriate, and taken to the waste store and recorded on the company's computer system
29. To co-operate with any monitoring and evaluation procedures laid down by management.
30. To attend training courses as agreed with management to ensure knowledge is regularly updated.
31. To attend and participate in meetings as required.
32. To wear appropriate clothing to the branch you are working at, noting that you are an ambassador of Lighthouse and the branch, This should be company uniform where issued. Acceptable dress is as follows:-
  - a. Smart casual
  - b. Jeans or work trousers or equivalent or shorts (not track suit bottoms)
  - c. Company uniform where issued
  - d. Plain shirt or polo shirt or tee shirt or similar but must not have sayings or pictures on (other than small or our company logos).
  - e. Protective foot ware
33. To carry out any other duties as may be reasonable requested by management including working at other branches from time to time.

### **Person Specification**

The post holder needs to have certain attributes as defined below, some of which are essential.

#### **Essential**

- Driving license to drive 3.5 tonne vans
- Over 25 and under 70 (because of company insurance restrictions)
- Experience in driving large Luton or similar type vans
- Good communication & interpersonal skills
- A team player
- Able to handle difficult customers / donors

#### **Desirable**

- Clean License
- Driving license to drive 7.5 tonne vehicles
- Practical person
- Plumbing or Electrical experience (or a competent DIYer)
- Lives local to job
- 5 years plus delivery driver
- Able to work with adults from a variety of backgrounds

**This job description is subject to amendments by the Management/Trustees in the light of changes in the company's operation, priorities or requirements.**