

Clearance, Collections and Delivery Driver

About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 200 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Clearance, Collections and Delivery Driver
Department:	Retail
Location:	Horncastle with Lincolnshire countywide remit
Hours of work:	14 hours a week
Salary:	£8,888 per annum (£22,222 FTE 35 hours)
Contract:	Permanent
Responsible to:	Retail Manager
Job purpose:	As a Clearance, Collections and Delivery Driver you will be responsible for loading, unloading, preparing, cleaning, and operating a vehicle for delivery duties. You will collect and transport a wide variety of products to different addresses across the county. This includes collecting furniture and delivering it elsewhere.

Key Responsibilities:

- Collecting and delivering items from a variety of locations across the county in a timely manner, ensuring safe, legal and professional driving at all times.
- Performing routine checks and inspections on vehicles to ensure they are roadworthy and fit for purpose and highlighting any issues to the Service Manager.
- Keeping accurate records of all vehicle checks and inspections carried out.
- Moving and handling items including heavy furniture following health and safety training.
- Loading and unloading of goods and furniture safely, following moving and handling procedures at all times by adhering to good Health and Safety practices. This is applicable in all weather conditions.
- Liaising with customers to ensure they are happy with their delivery.
- Knowledge and awareness of recycling and disposal regulations and adhering to all applicable protocols.
- Liaising with other departmental staff and the Retail Manager to plan the most efficient routes for deliveries and collections, maximising efficiencies in allotted timescales.
- Ensuring all paperwork and data is accurately recorded, handled and kept securely, in line with GDPR guidance.
- Establishing supportive relationships with colleagues and volunteers, providing guidance to ensure volunteers follow organisational policies and procedures.
- Providing vehicle data to the Retail Manager for monitoring purposes.
- Responding professionally and efficiently to face to face, telephone and email enquiries, managing expectations at all times through effective communication.
- Ensure all necessary administrative tasks are maintained accurately in a timely manner.
- Have a good understanding of and actively promoting all of Age UK Lincolnshire's products and services.
- Attend all training and departmental meetings as requested.
- Maintain appropriate professional relationships with customers and maintain the highest standards of client confidentiality.

- At the heart of our organisation, a “One Team” approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Support other departments within Age UK Lincolnshire.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager.
- Respect confidentiality and work within professional boundaries
- Adhere to Age UK Lincolnshire’s policies & procedures

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of face-to-face customer experience	D	A
Evidence of accurate record keeping	D	A/I
Evidence of experience in a driving/delivery role	D	A/I
Evidence of experience and confidence using vans or larger vehicles	D	A/I

Knowledge

Understanding and appreciation of the needs of older people and persons at risk.	E	I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Good knowledge of Microsoft Office programs including Word and Excel.	D	A/I
Able to problem solve in a responsive manner and deal with situations arising in a calm and professional way.	E	I
Ability to think creatively and independently and have good attention to detail.	E	A/I
Knowledge of local routes and roads	D	I
Awareness of the function of Age UK Lincolnshire’s services and support.	D	A/I

Education & Qualifications

Good standard of general education, including GCSE (or equivalent) grade C or higher in English and Maths	D	A/I
Evidence of training and ongoing development	D	A/I
Driver Certificate of Professional Competence	D	A/I

Personal Qualities

Well-presented and professional approach	E	I
Enthusiastic, outgoing and demonstrates flexibility.	E	A/I
Ability to work effectively independently, with the initiative to work as part of a team when required.	E	A/I

Willing to accept instruction and responsibility.	E	A/I
Organised and a good time keeper.	E	A/I
High attention to detail	E	A/I
Good local knowledge of services for older people.	D	A/I

Additional Information

Driving Licence

It is an essential requirement to have a full UK driving licence which must be provided as part of your right to work checks prior to employment commencing.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 0345 556 4144 and ask to speak to a member of the HR team.