

About the Job

The primary responsibility of this role is to work in a Two Person Crew by providing support and assistance to the Driver's/ Fitters in the distribution, fitting and collection of medical equipment to members of the public.

This is what we need you to do...

- Prepare van for operation by inspecting general condition, safety checks, checking fluid levels and tyre pressure, obtaining or scheduling repairs with the transport team.
- Load vans to deliver and collect in the most effective and efficient way and ensure compliance with load carrying and road safety standards.
- Provide support to the driver to deliver and fit a range of equipment to customers across the region, and provide excellent customer service to all customers.
- Assist the driver to identify destinations, establish routes, load/unload equipment and maintain set schedules.
- Maintain delivery van and driving records by obtaining receipts, acknowledgements, recording tracking information, completing any required forms or paperwork
- Regularly clean the van's interior and exterior.
- Fully utilise the electronic hand held scanners to scan equipment onto your vehicle and ensure that the transport team and customers are fully up-to-date with delivery and collection updates.
- Assist the driver to ensure that all planned delivery and collections are completed within service KPI deadlines.
- Ensure that returned equipment is properly booked back in and stored appropriately.
- Follow all policies and procedures as described in the Transport Manual.
- Assist with warehouse operations as necessary.

Special Conditions

- You must be physically fit and able to safely lift and carry.
- A uniform is to be worn every day and general appearance and attitude must be to a high standard.
- The position will be subject to an enhanced DBS disclosure.

Monitoring and on-going development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

Principal Contacts

- Members of the public in receipt of our services
- Colleagues, other departments/service areas.
- Relevant partner organisations such as health.

The ideal candidate will have...

Experience

- Experience in van based multi drop delivery, fitting and collecting
- Experience of working in a team
- Experience in warehouse procedures
- Experience of working with people with complex needs
- Experience of working in a customer facing role

Knowledge, skills & understanding

- Technical knowledge so that you understand the requirements for transport systems, equipment and infrastructure
- Motivational skills that demonstrate you want to deliver an excellent service
- Good geographical knowledge of the county

Behavioural attributes

- Demonstrates Gloucestershire Employee Behaviours.
- Effective communication skills
- Awareness of the needs of various members of the community, including people with disabilities, older people and their families
- Display empathy to customers' needs and expectations
- Ability to operate effectively in a high volume service driven transport operation
- Punctual and reliable
- Ability to remain calm and professional in challenging situations
- A 'can do' attitude at all times
- Always be courteous and polite to customers
- Flexible and adaptable to meet the ever changing demands of the business

Education & Qualifications

- Educated to GCSE Level English and Mathematics 9 – 4 (or equivalent)
- Willingness to undertake relevant training and personal development

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link:
<http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579>