

About the Job

The primary responsibility of this role is to work in a Two Man Crew to distribute, fit and collect complex medical equipment to members of the public. In addition to Driver/Fitter responsibilities, you will be service user focused and have the ability to make low level decisions about equipment distribution and fitting.

This is what we need you to do...

- Deliver and fit **all** complex medical equipment across the region as specified in the Service Level Agreement whilst providing excellent customer service
- Have the skills and understanding to support health colleagues by making low level decisions about equipment distribution and fitting; making amendments when necessary and feeding back your decision
- Follow the correct recording procedures for delivery, fitting and collection ensuring all associated paperwork is completed accurately and to the required standard.
- Operate the hand held scanner correctly and accurately, completing all fields to the required standard.
- 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.
- Agree a delivery/fitting and collection schedule with the transport admin team ensuring the most effective and efficient method and route.
- Identify destinations, establish routes, operate the van, load/unload equipment and maintain set schedules.
- Regularly clean the van's interior and exterior.
- Complete all planned delivery and collections within service KPI deadlines.
- Make full use of the mapping system, both electronic and paper.
- Ensure that returned equipment is properly booked back in and stored appropriately.
- Obtain a delivery signature on the hand held scanner or delivery note stating full and proper delivery details and fitting if required. Up to date information must be used on all delivery and collection documents.
- Drive the vehicle in a fuel efficient and safe manner and within the law.
- 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.
- A full UK driving license is required

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 in warehouse procedures and delivery schedules
- Experience of working with people with complex needs
- Experience of working in a customer facing role
- Experience in fitting the full range of medical equipment as specified by ICES Service Level Agreement

Knowledge, skills & understanding

- Ability to solve problems, think on your feet and make decisions quickly to keep things running
- A good understanding of the demand for transport and the role it plays in delivering a service
- Technical knowledge so that you understand the requirements for transport systems, equipment and infrastructure
- Effective communication skills
- Good geographical knowledge of the county
- Excellent driving skills
- Ability to clearly complete and organise relevant paperwork
- Ability to operate a hand held scanner correctly and accurately

Behavioural attributes

- Demonstrates Gloucestershire Employee Behaviours.
- Awareness of the needs of various members of the community, including people with disabilities, older people and their families
- Recognition of the need to ensure service users and their carers receive the right equipment in a timely manner to reduce delays in provision
- 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
- Flexible and adaptable to meet the ever changing demands of the business, within reasonable parameters

Education & Qualifications

- Full UK driver's license
- 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>