

<b>Job Title:</b> Multi Drop Delivery Driver & Retail Operations Team Assistant	<b>Role Profile Number:</b> EWMDD1
<b>Grade:</b> M	<b>Date Prepared:</b> Dec 2020
<b>Directorate/Group:</b> Adult Social Care – Enterprise Works	<b>Reporting to:</b> Operations Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

- Schedule and complete multiple daily deliveries of EW Retail goods to customers at specific allocated times within Swindon area and across a 7 day working week, ensuring Government Guidance is followed in relation to Covid Social Distancing and PPE use
- Mentor a colleague on a daily basis to learn new skills around safe loading, vehicle use, driver defect policy, safe and courteous driving, customer facing services, manual handling, route planning and delivery completion rates
- Provide leadership within the Retail Operations Team for timely compilation and fulfillment of on-site Customer Order & Collect and Park & Pick orders and subsequent movement to assigned collection bays driving Fork-Lift
- A key point of contact on site to assist customers locate their Order & Collect and Park & Pick orders and ensure a safe environment at all times
- Be a nominated key-holder for Enterprise Works responsible for opening/closing and Out Of Hours Call-out scenarios
- Take Ownership and be key contact responsible for the day to day Covid PPE stock holding, ensuring accurate MI gathering and reporting back to Operations Manager
- Schedule and complete all Covid PPE Weekly Replenishment deliveries across Swindon at specific allocated times, ensuring Government Guidance is followed in relation to Covid Social Distancing and PPE use

### **Key Accountabilities**

- Ensure a timely delivery schedule is compiled and adhered to for EW Retail products being delivered to both external and internal customers
- Take full responsibility for weight compliance, load security (including in transit) of goods to be delivered, along with the subsequent off-loading of goods and ensuring compliance with H&S guidelines, Risk Assessments, Safe Systems Of Work and Social Distancing Guidelines at all times
- Take responsibility for daily vehicle checks, defect reporting and ensuring the vehicle being used is in a roadworthy condition at all times and in line with SBC Transport Compliance
- Take responsibility to ensure both the interior and exterior of the vehicle are cleaned regularly and maintained to a high standard
- To comply at all times with SBC Vehicle Use & Driver Standards Policy (DP 009) and to act with courtesy and respect for all other road users and pedestrians
- To Comply at all times with the SBC Code Of Conduct
- Complete weekly picking and periodic inventory checking of Covid PPE and liase directly with Operations Manager and PPE Cell colleagues
- Work closely with and deputize for the Retail Operations Supervisor to ensure timely picking and sortation of customer orders on a daily basis
- Complete periodic inventory checks of product and liase directly with Operations Manager as to future demand requirements

### **Supplementary Accountabilities**

- In accordance with the provisions of the Health and Safety at Work Act 1974, take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council, so far as is necessary, to enable the Council to perform or comply with its duties under any statutory health and safety provisions
- Ensure that all personal training needs are identified and discussed with the Operations Manager, to include H&S, Manual Handling and PPE use
- To attend driving assessments and training as required by Enterprise Works and/or SBC Transport Compliance

- To act as a mentor role for future apprenticeship / learning disability colleagues to assist with their development and subsequent onward progression into external employment

### **Knowledge, Experience & Attributes**

- Experience of working in a customer focused environment and interacting with the public on a daily basis
- Extensive delivery driving experience using large flatbed vehicles
- Must display a positive attitude to work and to colleagues
- Clear communication skills
- Ability to use initiative when necessary
- Must be literate and numerate
- Physically fit
- Must be organized and have excellent time management skills
- Must be flexible and adaptable to meet changing work situations
- Willingness to train, support and mentor individuals

### **Qualifications**

#### **Essential**

- Current clean UK driving license
- Current Fork-Lift License
- Experience of driving large flatbed vehicles (Cat B)

### **Decision Making**

- Show creativity in utilizing resources to ensure consistent Home Delivery and Order & Collect operation SLA's are met, whilst maintaining cost efficiencies to SBC
- Make decisions quickly and act on own initiative in order to resolve problems
- Escalate and follow through any incidents that require Management assistance

### **Creativity and Innovation**

- Review ways of working, identify potential opportunities to improve efficiencies of work within the team and propose to Operations Manager
- Constantly strive to enhance to Customer Experience and implement new ideas

