newlife
THE CHARITY FOR DISABLED CHILDREN

JOB DESCRIPTION
Updated – Jan 2017 (SS)

VACANCY
Transport Assistant and Relief Van Driver

Department	Warehouse	**Reporting to**	Logistics Supervisor
Salary	£7.45 per hour (£8.85 per hour when acting as Relief Van Driver)	**Direct Reports**	None
Hours	16 hours per week – Thursday and Friday 8.30am to 5.00pm	**Designation**	Permanent - Non Post Holder
Benefits	➢ 28 days holiday (224 hours) inc Bank Holidays pro rata for part time employees ➢ Access to Newlife Pension Scheme ➢ Staff discount from 12 weeks ➢ Access to Childcare Voucher Scheme ➢ Health Cash Plan at level 1 upon completion of after three years' service		
Conditions	➢ Essential criteria must be met ➢ Appropriate, acceptable employment references must be supplied ➢ Successful completion of 26 week probationary period		
Equipment	➢ None		

About Newlife:

Simply put, Newlife's mission is to change lives; to change the lives of those we so passionately serve. Newlife exists because there are an estimated 1 million disabled children in the UK today, many need help and support. We believe that disabled, terminally ill children and their families deserve to have:

- The vital equipment they depend on. Such equipment makes a real difference to the daily lives of disabled, terminally ill children and their families, giving them the quality of life they deserve. What's more we believe that disabled children should get this equipment when they need it which is why Newlife runs the UK's only emergency service. This service provides equipment to children who are in urgent need of equipment because they are unsafe, suffering needless pain or are terminally ill, often delivering across the UK within 72 hours. Newlife is now the UK's largest charity provider of this specialist equipment for disabled and terminally ill children.

- A trusted, confidential service that families can turn to. Newlife's free national helpline and online chat service is run by qualified nurses and supported by other dedicated healthcare professionals providing information and support when it is really needed.

- Real hope for the future. Newlife funds pioneering Medical Research at leading UK Hospitals and Universities, to identify anomalies in genes that cause birth defects, to

find new treatments and to find new techniques which may, in the future, prevent these devastating conditions from ever occurring.

- A voice. Newlife campaigns for change to get a fairer deal for families with disabled children. Many parents feel they have an uphill battle to get the support they need. Newlife helps give them a voice on important issues to overcome isolation and seek out improvements. Newlife highlights important issues and campaigns for change at both national and local government level.

Known for our commitment, integrity, passion, creativity and compassion, Newlife is the UK's leading child health and research charity. Our vision is to ensure that children with disabilities or terminal illness and their families are fully supported, have the assistance they need, have health improved and that decision makers understand and respond to their needs.

You can find out more about Newlife the Charity for Disabled Children by visiting our website: www.newlifecharity.co.uk

Post Summary:

Working in our busy warehouse this post offers you the chance to be part of a rewarding not for profit organisation that helps to change the lives of children and families across the UK.

Primarily you will be working on the loading bay with goods in, including supporting with the unloading of deliveries and distribution of them to the correct storage location in the warehouse. You may also assist with the dispatch of goods out when needed. All aspects of this role will require you to be able to carry out manual handling.

In addition, as required you will provide relief cover to the Van Drivers with responsibility for the provision of a delivery and collection service.

This role will be customer facing and therefore requires an individual with good communication skills who can demonstrate experience of providing face to face service to a diverse customer base and evidence of 'going the extra mile' to ensure customer satisfaction every time.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements: **You must have:**

- Clean driving license
- Confident and clear communication skills
- Experience in customer service environment and demonstrable track record in provision of customer service
- Ability to work quickly, efficiently- able to load and unload stock onto the delivery vehicle safely and without causing damage
- Ability to respond positively to changes in pressure of work without reduction in quality of work or operational efficiency
- Basic but good numeracy and literacy skills
- Ability to be precise and detailed in your work as accuracy is very important.
- Motivation and ability to work on your own initiative but also be able to work as part

of a team
- A good work ethic, targets have to be achieved, so we can be profitable and achieve our aims.
- Ability to work overtime during busy periods

Due the nature of this role the successful candidates should ideally be able to:
- Carry out lifting in line with manual handling training
- Move roll cages and other equipment in line with health and safety training

Desirable Requirements: **You could have:**

- Previous warehouse / loading bay experience or experience in a similar processing environment, although this is not essential to the role.
- Experience of working in a retail environment

Primary Responsibilities:

In respect of Newlife you will have responsibility for:
In respect of the company you will have responsibility for:

Loading Bay
- Checking off deliveries against manifest of goods delivered
- Bailing of Cardboard
- Compacting of Waste
- Packing away deliveries in appropriate designated areas within the warehouse
- Weighing of recycled materials
- Good housekeeping
- Working at other sites as required assisting with the loading, unloading and storage or goods.

Relief Van Driver
- Load and unload delivery vehicle in a safe manner, ensuring no damage to the stock, customer property.
- Deliver to any authorised address as required.
- Plan daily delivery and collection routes to maximise efficiency.
- Make deliveries to customers in accordance with the delivery routes in a timely and efficient way when required.
- Liaise with the Loading Bay and Warehouse management/supervision team and satellite stores as required to ensure all stock is dealt with appropriately and any issues are resolved as a matter of urgency.
- Complete daily vehicle safety checks.
- Complete appropriate paperwork accurately and within procedural requirements.
- Drive the delivery vehicle safely, within speed limits and in accordance with the Highway Code and statutory regulations.
- Keep the delivery vehicle clean both inside and outside and ensure it is in a presentable condition at all times.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Any other duties as required from time to time.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.

Applications:
Should be by completion of a Newlife Application Form, available as a free download from our website, by calling The People Team or by visiting the SuperStore in Cannock.

CVs may be attached, but we do not accept CVs alone.

Equal Opportunities:
Newlife the Charity for Disabled Children is an Equal Opportunities Employer.

Contact Details:
Head Office: Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.
Tel: 01543 468888.
Email address: info@newlifecharity.co.uk

Web address:
www.newlifecharity.co.uk

Other Info:
Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

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