

## VACANCY

### Transport Assistant and Relief Van Driver

**Department:** Warehouse – Hemlock Way

**Reports to:** Logistics Supervisor

**Direct Reports:** None

**Designation:** Permanent – Non Post Holder (5)

**Salary:** £7.90 per hour (Step up to £8.85 per hour when acting as Relief Van driver)

**Hours:** 16 hours per week – Thursday and Friday 8.30am to 5pm

**Benefits / Equipment:**

Annually 28 days holiday inc. Bank Holidays

Access to Newlife Pension Scheme

Staff discount, following 12 weeks service

Health Cash Plan at level 1, post probation

#### **About Newlife:**

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website: [www.newlifecharity.co.uk](http://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:**

- 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:**

- 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:

#### **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 of 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.

**Notes:**

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

**Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

**Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

**To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

**Other Info:**

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

