



Job Title: Delivery Driver
Grade: Y4
Reports To: Operational Team Leader

Key job element:

The Delivery Driver is responsible to the Operational Team Leader NFS.

The role of the Delivery Driver is to ensure customers receive a high level of customer service upon delivery or collection of their goods.

They must ensure delivery routes are followed wherever possible, goods are safely delivered or collected at their agreed time.

Maintain an accurate stock inventory on their vehicle.

They must complete deliveries accurately using electronic stock systems.

Unpack goods and connect appliances where necessary.

Work within the EU driver hours regulations and UK domestic hours rules.

Maintain vehicles by completing daily checks.

Personal specification:

This area focuses on specific competence areas (Skills/ knowledge) to be demonstrated in the role.

Essential Criteria:

- Hold a full, clean Category C+E licence (Or hold a category C licence and be prepared to work towards this).
- Have experience of delivering furniture and or white goods to customer`s homes.
- Have a current digital tachograph card.
- Hold a CPC card and work within the driver`s hours and working time regulations.
- Able to undertake Manual Handling including household furniture
- Able to use IT delivery systems effectively
- Be able to work away from home as and when required.
- Ability to deal with a diverse range of clients
- Demonstrates an awareness of Health and Safety issues.

Desirable Criteria:

- Able to carry out Portable Appliance Testing.
- Able to connect and test white goods such as electric cookers and washing machines.

All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.

*Our values are Be **Ready**, Be **Amazing**, Be **Revolutionary**, Be **Energetic**.*

*It is no coincidence that our values spell out the word **RARE**. We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:

This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations

This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

Be revolutionary – have courage and be bold

This value is about "leading the way, involvement in change, engagement, being radically new or different and being creative".

The behaviours we expect are:

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what's best
- Prepared to challenge constructively
- Open-minded, tries to say 'yes' more than 'no'
- Supports and promotes change

Be energetic – making every day count

This value is about "vitality, being interested, keen, inspirational and motivated"

The behaviours we expect are:

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to "bounce back"
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude

