



Job title	Driver
Based at	Ipswich
Position reports to	Operation Supervisor
Job purpose summary	To plan cost effective transportation routes to deliver meals at the correct point of temperature to service users in their own homes.
Key responsibilities <ol style="list-style-type: none">1. To deliver meals to service users in accordance with a service level agreement.2. To ensure that the correct food is delivered at the correct temperature to the service user.3. To complete safe and well checks in accordance with organisation operating procedure for each service user when a meal is delivered.4. To manage the reconciliation of monies collected from customers and issue receipts in accordance with operating policy and procedures.5. To undertake manual / general office based administrative duties.6. To provide a high standard of customer care and professionalism.7. To ensure the vehicle is clean, tidy and well maintained on a daily basis.8. To plan and undertake relevant vehicle safety checks and carry out administration for the vehicle in accordance with legal requirements and organisation operating procedures ensuring the service is not interrupted.9. To ensure that all appropriate food and health and safety practices are implemented and followed to meet statutory and organisation operating standards.10. To operate within the context of Aspect Living Foundation policies and procedures	



Knowledge, Skills and Experience

Education	Essential / Desirable
Experience	
Previous customer service experience	Desirable
Knowledge of the Voluntary / Care Sector	Desirable
Previous driving experience	Desirable
Skills and Abilities	
Appropriate driving licence for vehicle	Essential
Ability to perform emergency procedures	Essential
Excellent understanding of road traffic rules and regulations	Essential
Excellent time management skills	Essential
Good communication and listening skills	Essential
Being professional and trustworthy	Essential
Being kind and patient	Essential
Basic Food Hygiene certificate	Desirable
Other	
Valid manual driving licence	Essential



Behavioural Competencies

Competency	Examples of Effective Behaviours
Flexibility	Is adaptable in changing circumstances. Accepts change as inevitable and is able to move and evolve as it happens.
Oral Communication	Communicates very effectively in face to face discussions and presentations to groups. Speaks in a compelling way and gets points across.
Team working	Enjoys participating in group activities and likes to work in close proximity with other people. Is ready to collaborate with and support others and is willing to co-operate and compromise for the overall good.
Following Directions	Will carry out what others ask or advise them to do. Is adept at taking other people's plans and putting them into practice with a 'can do' attitude.