

Job Description

Directorate: Property Services

Job Title: Driver

Service Area: Operations

Grade: Band B

Special Conditions: Valid UK Manual Driving licence. Occasional overtime working may be required to achieve deadlines.

DBS Disclosure: None Required

Role Profile: OP20A

Issue Date: April 2022

Job Purpose and Role:

To collect and dispose of all waste materials as directed including general building waste, other commercial waste, void clearance of household furniture and fittings, white goods, ground care waste, 'fly tipping' and occasional specialist waste. Waste categories may include non-hazardous and occasional hazardous waste. To assist and liaise with furniture removal, storage, and recycling.

Post-holder will undertake driving duties, deliveries, and waste collection across the company, including repairs, improvements, voids, estate services, fly tipping etc.

You will be required to undertake the full spectrum of driving duties, and associated work to ensure satisfactory delivery of service on all Wolverhampton Homes housing stock and any other buildings within its area of responsibility.

Ensure that the relevant teams are informed of issues relating to the general estate management, property condition, void abandonment, rubbish, response repairs and safeguarding issues requiring attention.

All waste collected to be transported and disposed of in accordance with current regulations and waste disposed of at an approved waste disposal site as directed.

To collect and deliver materials and supplies to site on an occasional basis to ensure that work tasks are completed to deadlines. To include support to Special Projects as required.

Ensure that vehicle loads are maximised whenever possible but that vehicles are not overloaded at any time including individual axle loading.

Compliance with driver's responsibilities in respect of the Company's Operators Licence including prompt submission of vehicles for MOT plating, driver's records including use of logbooks, licence requirements and tachographs as appropriate.

Attending all relevant training and implementation thereof.

To embrace I.T. in support of operational efficiency including the use of handheld technology, i.e. iPads and vehicle tracking software and vehicle load sensors.

To ensure that all equipment supplied and used in performance of duties is kept in good working order including vehicle lifting equipment, ropes, straps, cages, and vehicle tail lifts.

All equipment to be certified and tested on a regular basis as required by legislation.

Ensure that driver's daily vehicle safety inspections take place as directed by the Vehicle Drivers Handbook. Completion of Waste Consignment Notes electronically in line with current process.

Provide tutoring, instruction, training and supervision to apprentices, trade support trainees and trade colleagues in connection with driving duties, ensuring that all work undertaken meets the services prescribed quality, performance, and value for money targets.

Liaise with all support services over any issues relating to the effective delivery of a repairs service.

Report any safeguarding/hoarding issues to Supervisor.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments, and social trends. Such developments will be monitored in conjunction with the Chief Executive and Director of Business Support and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Knowledge and Experience	
		Essential	Desirable
Leadership	<p>To work independently using own initiative to support an effective repairs and maintenance service</p> <p>To be flexible to adapt to meet service delivery requirements.</p> <p>To take responsibility to plan and organise day-to-day tasks and work to deadlines.</p> <p>Take ownership for any issues identified across WH managed property to ensure that they are rectified or reported using the appropriate methods.</p> <p>Promotes the vision/corporate objectives at every opportunity even if own views differ and act as an ambassador for Wolverhampton Homes.</p> <p>Attends appointments/site on time, ready to start work.</p> <p>Timescales for work are met on a consistent basis.</p> <p>Complete work in line with Wolverhampton Homes' ethic to get jobs "right first time"</p> <p>Promote positivity and be receptive to change.</p> <p>Plans time effectively to achieve results.</p> <p>Works towards the organisations values and display behaviour in line with Wolverhampton Homes' policy and expectations.</p>	<p>Positive, can-do attitude.</p> <p>Willingness to undertake training as required.</p> <p>Good organisational skills to plan tasks and workload</p>	<p>Driver Certificate of Professional Competence (CPC) 7.5 tonne drivers</p> <p>CSCS</p>

<p>Communication and customer service</p>	<p>Understands the importance of customer service to the organisation.</p> <p>To ensure customers are kept informed of the repairs / works being undertaken.</p> <p>Take ownership and personal responsibility for responding to customer needs and requests for assistance.</p> <p>Communicates clearly and concisely both orally and in writing.</p> <p>Demonstrates good interpersonal and influencing skills.</p> <p>Anticipates and takes responsibility for dealing with issues before they become visible to the customer.</p> <p>Uses online methods such as social media and internet to improve customer service.</p> <p>To wear Wolverhampton Homes uniform and ensure ID is on show at all times.</p> <p>Actively listens and communicates information effectively.</p> <p>Provide a quality service and ensure properties are left clean and tidy</p> <p>Demonstrates on a consistent basis the willingness to do whatever is required to ensure that work is completed.</p> <p>To be willing to go the extra mile to ensure an excellent service is provided to all customers.</p> <p>To adopt a professional and polite approach with all customers.</p>	<p>Good written and oral communication skills.</p> <p>IT and social media literate - ability to use a wide range of software and social media including internal communications</p> <p>Experience in delivering an excellent customer service.</p>	
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<p>Team working</p>	<p>Actively promotes a positive, trusting, and safe working environment.</p> <p>Contributes fully as a team member and actively supports staff and teams.</p> <p>To work effectively with other teams, undertaking project work and being flexible and adaptable as required.</p> <p>Approachable and listens to others</p> <p>Offering alternate ways of doing things when help is required.</p> <p>To work closely with other teams to ensure that processes are followed to assist with the management of WH properties and reporting any issues as required.</p> <p>Informs Managers/Supervisors of issues in a timely manner.</p> <p>Makes recommendations for improvements to service.</p> <p>To be flexible in helping team members and working in other service areas.</p>	<p>Confident, reliable and flexible.</p> <p>Ability to demonstrate building good working relationships with colleagues and internal / external customers.</p> <p>Makes recommendations for improvements to service.</p>	
<p>Decision making and problem solving</p>	<p>Uses appropriate questioning approach to problem solving and decision making.</p> <p>Ability to collect and analyse information to make informed decisions.</p> <p>Ability to come up with innovative ways of looking at problems and thinking 'outside the box' to derive solutions.</p> <p>Provides advice and sign posting to other services as appropriate.</p>	<p>Good influencing, negotiation, and interpersonal skills.</p> <p>Ability to solve problems and meet deadlines.</p>	

	<p>To achieve targets to ensure the delivery of an excellent and consistent quality service.</p> <p>Takes ownership of problems ensuring the customer is inconvenienced as little as is practicable.</p> <p>Keeps up to date with information by attending 'Tool Box' talks, training courses and other methods available.</p>		
<p>Equality and Diversity</p>	<p>To have an awareness of the Equality Act and the requirements contained within it.</p> <p>Recognises the needs of customers and staff that may have special requirements i.e. barriers to communications or access to services</p> <p>Challenges unacceptable behaviour and reports where required to manager.</p> <p>Understands where and how to seek advice and guidance in relation to Equality and Diversity.</p> <p>Can identify the forms which discrimination may take and be aware of the needs of a multi-cultural society.</p> <p>Demonstrates an understanding of equality and diversity issues and uses this in day-to-day activities.</p> <p>Challenges and reports unacceptable behaviour.</p> <p>Takes appropriate action and practicable steps to eliminate discrimination, advance on equality and foster good relations amongst employees and customers.</p>	<p>Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures</p> <p>Confidence to challenge unacceptable behaviour and report where required.</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p> <p>Adherence to Wolverhampton Homes' Policies and procedures.</p>	<p>Attended recent EDI training</p>

	Report any Safeguarding/Hoarding issues to Supervisor		
Health and safety	<p>To be aware of Health and Safety procedures.</p> <p>To work in a clean, safe manner and to minimise risks to self, colleagues, and customers.</p> <p>Understanding the legal duties of health and safety in the workplace as required by the Health and Safety at Work Act 1974.</p> <p>Follow all safe working policy and procedures i.e. Lone Working.</p> <p>Adherence to health and safety guidelines.</p> <p>Reports incidents and completes accident forms without delay.</p> <p>Manual Handling</p> <p>Takes appropriate action to minimise risks.</p> <p>The accurate completion, distribution and retention of waste documentation in line with relevant Waste Regulations</p>	<p>Awareness of the importance of Health and Safety and working in a safe and appropriate manner at all times</p> <p>Understanding of risk management.</p> <p>Report incidents without delay and complete accident forms accurately and legibly.</p>	Attended recent Health & Safety training.
Financial management	<p>To comply with financial regulations, procurement procedures and the Data Protection Act.</p> <p>To avoid wasting resources and contribute to value for money improvements in service delivery.</p> <p>To be responsible for replenishing materials and van stock to required levels, whilst minimising waste.</p> <p>Where required shows understanding of financial regulations.</p>	<p>Awareness of value for money with a commitment to making efficiency savings</p> <p>Understanding of financial regulations and contribution towards VFM.</p>	

	<p>Show awareness of and encourages Value for Money strategy.</p> <p>Actively seeks efficiency savings.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p> <p>Make suggestions to improve the quality of service resulting in VFM savings.</p>		
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Disqualifying Factors: Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours

Special Requirements:

WH accepts that once employed the Driver has gained the required qualifications to work to the standards of WH and will be deemed fully competent to carry out the full range of duties required of a Driver