



LIGHTHOUSE FURNITURE PROJECT JOB DESCRIPTION

Post:	Driver's Mate
Salary:	From £7.83 per hour
Hours of work:	37.5 hours per week or part time as appropriate (also Saturdays on rota, in general not more than 1 in 3 weeks on average)
Main Objectives:	To undertake the day to day deliveries and collections of items and assist the Driver in performing their duties as directed.
Responsible to:	The Vehicle Driver in the first instance and then according to the company organisation chart.

Main Duties:

1. To support the driver of company vehicles in any manner necessary to allow them to concentrate on driving in a safe, courteous and legal way. (you should be paying attention to what is going on and also not be using any electronic devices except on company business)
2. Whilst in the company vehicle and particularly when the driver is driving (vehicle in motion) you should not get involved in any confrontational situations regardless of who is in the right and not enter into any abusive verbal/non verbal scenarios, remembering at all times that you are representing the company
3. Assist the Driver in route planning to ensure the most efficient use of the company's vehicles (shortest/fastest) and ultimately to successfully complete all deliveries and collections for the day.
4. To provide navigational directions to the driver of the vehicle in a safe and timely manner when required.
5. To work with the driver and others in the safe and efficient lifting, handling, loading, delivery and collection of furniture and household items.
6. Delivery/collection of items into service users premises and where reasonable to the location the service user requires. Lighthouse prides itself on helping service users more than most companies do, so it might be necessary to disassemble/assembly items for delivery/collection.
7. To work with others in the safe and efficient lifting, handling, loading, transporting, delivery and collection of items as necessary.
8. To give clear signals when assisting the Driver to reverse and ensuring that you have agreed with the Driver what signals to use and what they mean. Also in any instances where 3rd parties are present to give them right of way first.
9. Confirm with and assist the Driver to ensure that the van is stocked with all necessary safety equipment, leaflets, tools, phones, maps, pens, labels etc required to carry out all other tasks.
10. Assist the Driver in ensuring that items that have been collected are treated, identified and labelled correctly, according to company procedures
11. When communicating with anyone by phone, particularly when you are doing so because the Driver is otherwise occupied, ensure that all information is communicated to the Driver, not just points you think a relevant.
12. Assist the Driver in unloading collected items and store them in a neat safe way, particularly in remote locations.

13. Help in the warehouse when not engaged on van duties.
14. Assemble/disassemble items when required.
15. Ensure furniture complies with Trading Standards regulations (and any other relevant regulations) and is of the required quality as prescribed by Lighthouse policies.
16. Assist the Driver to ensure the safe and clean condition of the company's vehicle.
17. Dealing sympathetically and respectfully with the service users and with those donating furniture some of whom may be recently bereaved and/or have special needs.
18. Taking your lead from the Driver and never disagreeing with them in front of 3rd parties, interact in a courteous and positive manner with 3rd parties:-
 - a. Greeting them in a positive way
 - b. Thanking them for items
 - c. Thanking them for thinking of the project, especially when rejecting items.
 - d. Politely declining items using positive feedback explaining
 - i. About Trading standards rules, and that we can be fined for taking items that breach these rules
 - ii. That we struggle to sell some items (i.e. CRT TVs because of the cheapness on LCD)
 - iii. Our storage limitations
 - iv. The fact that as a business we get charged to take items to the skip whereas individuals can for free
 - e. Do not use negative feedback like 'I will get in trouble with the boss' as an excuse.
 - f. It is sometimes appropriate to take items regardless of condition or what the item is. Examples are:-
 - i. Aggressive or difficult customers
 - ii. Bereavement – to reduce donor stress.
19. Assist the driver in confirming items collected onto the drop sheets and into the company's database.
20. Assist the driver in reporting unsuccessful deliveries/collections are reported to the Sales or Logistics supervisor immediately before moving on to the next job.
21. Assist the driver to ensure declined donations are accurately recorded with reasons given
22. Help in the warehouse when not engaged on van duties
23. To comply with all company policies and procedures.
24. End of life items are dismantled, where appropriate, and taken to the waste garage or CA site and recorded on the database
25. To co-operate with any monitoring and evaluation procedures laid down by Management.
26. To attend training courses as agreed with management to ensure knowledge is regularly updated e.g. Manual Handling.
27. To attending and participate in meetings as required.
28. To wear appropriate clothing noting that you are an ambassador of Lighthouse dealing with the general public in their homes and at Lighthouse. This should be company uniform where issued. Acceptable dress is as follows:-
 - a. Smart casual
 - b. Jeans or work trousers or equivalent or shorts (not track suit bottoms)
 - c. Company uniform where issued
 - d. Plain shirt or polo shirt or tee shirt or similar but must not have sayings or pictures on (other than small or our company logos).
 - e. Protective foot ware
29. To carry out any other duties as may be reasonably requested by management to further the aims and objectives of the Lighthouse Furniture Project.

Person Specification

The post holder needs to have certain attributes as defined below, some of which are essential.

Essential

- Over 18
- Good communication & Interpersonal skills
- A team Player
- Able to handle difficult customers / donors

Desirable

- Experience in similar role (1 years plus)
- Clean Driving License
- Practical person
- Plumbing or Electrical experience (or a competent DIYer)
- Lives local to Hutton
- Able to work with adults from a variety of backgrounds

This job description is subject to amendments by the directors in the light of changes in the company's operation, priorities or requirements.