



JOB DESCRIPTION & PERSON SPECIFICATION DELIVERY DRIVER

A successful social enterprise

Rowcroft have launched a successful social enterprise business, where every penny of profit goes to support Rowcroft Hospice. The business offers a range of high quality and amazingly tasty, frozen food meals made in Devon, specifically designed to provide wholesome and nutritional support to the elderly, delivered direct to the home.

We use predominantly British ingredients, wherever possible from Devon, to support local farming and fishing communities. Our environment is also very important to us, so all our packaging is 100% recyclable or reusable and free from plastic.

We're just celebrating our 3rd birthday and have plans to develop and grow into a franchise opportunity to maximise the income for Rowcroft Hospice. Rowcroft have a track record of running a successful social enterprise with its network of retail shops.

The Role

The Delivery Driver is a critical role of a small team, comprising a General Manager, Chefs, Assistant and Drivers so will need to be a real team player in such a small enterprise.

You will be passionate about great customer service and great food, and an experienced delivery driver ready to deliver delicious, handmade frozen meals direct to the freezers of the homes of customers across South Devon.

You will be passionate about ensuring our customers have a great experience with us and receive our amazing meals when they are expecting them.

As a key, public facing member of a small team you will be a team player with buckets of enthusiasm, be engaging with customers, have great communication skills and a positive can-do attitude.

You will receive training to build your product knowledge, including the nutritional benefits of our meals, so that you can pass this knowledge onto our customers.

This is a fantastic opportunity for the right individual to be at the start of such an exciting new venture which will make a real difference to the local community in more ways than one.

Package

Hours of work: Dependant on Business Need

Location: South Devon

Salary: £12 per hour (22.5 hrs over 3 days per week and overtime available to the right candidate)

JD & PS NSE PART TIME DELIVERY DRIVER – 2024

This job description and person specification is current at the above date. It may be varied to meet the actual, contemplated or proposed changes in or to the job.

Responsibilities

A. GENERAL

1. Be fanatical about customer service.
2. Ensure that 'We always deliver' to our customers.
3. Ensure there is effective communication and good working relationship with all colleagues.
4. Work collaboratively and maintain a strong working relationship with colleagues within Rowcroft Hospice
5. Work closely with colleagues to ensure the best logistics solutions are implemented so that orders can be delivered as efficiently and effectively as possible.
6. Ensure high standards and health and safety across all your work.
7. Be committed to food hygiene and the food safety plan, specifically around delivery, collection and returns.
8. Be able to build a good rapport with customers and with training be able to signpost other supporting services who may be able to assist the customer if they are experiencing some challenges.
9. Have a strong commitment to Rowcroft's values - you will need to be generous in spirit, show respect to others, be a team player and demonstrate honesty and integrity.
10. Lead by example, creating a great place to work by facilitating and developing a culture of continuous improvement.
11. Be willing and flexible to respond to the changing demands of the business and get involved with whatever needs to be done to deliver the best service – including loading and emptying the van each day.

B. SALES, MARKETING & BUSINESS DEVELOPMENT

1. Take orders whilst with customers and promote the new enterprise with customers and leaflet drop where appropriate.
2. Actively promote and act as an ambassador for the enterprise (for example at events as and when required)
3. Understand from the customers what they really like and dislike and feed into the product development roadmap.

C. COMMERCIAL & LOGISTICS

1. Load and unload the van each day, deliver meals safely and efficiently to our customers' homes.
2. Work with the General Manager to ensure delivery routes and drops are as efficient as possible.
3. Ensure accurate data is reported including completion of food safety paperwork to ensure full compliance with current food legislation and internal procedures (including completion of daily temperature audits and COVID-19 secure working practices)
4. Undertake daily vehicle checks in line with company policy and ensure all paperwork is completed.
5. Report any vehicle maintenance issues to the General Manager and support their resolution in a timely, safe and cost-effective manner to avoid any impact on service to customers.
6. Ensure the vehicle is clean every day and presents the best possible image to customers whatever the weather.

This list can never be exhaustive but covers most of the work you'll be doing. What it can't replace is talent, initiative and a commitment to great customer service.

Person specification

ESSENTIAL SKILLS AND EXPERIENCE

1. A successful and experienced driver with daily customer interaction
2. Clean UK driving licence
3. Good general level of education
4. Approachable and friendly
5. Excellent driving skills
6. Customer service focused
7. Well presented
8. Physically fit and healthy to be able to load and unload the van and drive around South Devon
9. Ability to meet deadline and delivery slots
10. Energy, drive and enthusiasm
11. Reliable
12. Ability to remain calm, show resilience and work well under pressure
13. Strong local knowledge of Torbay and South Devon
14. Experience of working within the food sector, ideally within frozen food, and working to a food safety plan
15. Excellent interpersonal skills at all levels with proven experience of excellent teamwork
16. Committed to equality and diversity and protecting the welfare of others
17. Awareness of safety procedures for goods, loading and unloading
18. Demonstrable experience of having a positive, can-do attitude with excellent logistics skills
19. Ability to communicate with passion and enthusiasm to create an energetic, enjoyable working environment
20. Demonstrable experience of being pro-active and problem-solve
21. Ability to use EPOS system to receive orders

DESIRABLE SKILLS AND EXPERIENCE

1. Knowledge and experience in chilled food delivery
2. Experience of working within a new business start-up
3. Experience of working with or within a charity
4. Experience of working with the elderly
5. An interest in food