

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Courier driver |
| **Reports to** | Transport Supervisor’s |
| **Band** | Band 2 |
| **Department/Directorate** | Estates and Facilities Management (EFM) / Transport |

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| **JOB PURPOSE** |
| * To carry out deliveries and collections of goods daily across a number of internal and external site locations as per schedules and times * To ensure compliance with client requirements and agreed delivery of service at all times * To work as part of a team to carry out deliveries of goods as required and as per schedule * To carry out daily vehicle checks and complete basic vehicle maintenance tasks as required * To ensure compliance by accurately completing all driving records as per current legislation * To ensure all paperwork/electronic records are completed correctly, presented accurately and in a timely manner |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| 1. To drive vehicles safely and responsibly at all times. 2. To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy 3. To observe strictly the departmental regulations regarding use of vehicles. 4. To carry out deliveries/collections as per schedules and times. 5. To ensure that vehicles and contents are secure at all times during their use or transit 6. To comply with speed limits as posted. 7. To complete all required paperwork correctly and in a timely manner, this includes daily vehicle checks, mileage sheets etc 8. To report promptly any accidents/incidents to Transport Manager/ Transport Supervisor, completing appropriate forms. 9. To advise management of anything affecting driving licences regarding convictions for motor offences or health problems. 10. To report promptly, prior to the commencement of the shift, any illness/injury which may make driving hazardous. |
| **KEY WORKING RELATIONSHIPS** |
| Deliver goods as per schedules to RDU sites and other customers across the region, carry out vehicle checks as required and complete all relevant documentation.    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Transport Manager | * External Services, Including Police and Prison Services | | * Transport Operations Manager | * External NHS Trusts | | * Deputy Service Manager | * Service Users | | * Service Manager * Head of Departments * Transport Staff * Estates * Logistics * Post * Waste | * Members of the public * GP Practices | |

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| **ORGANISATIONAL CHART** |
| HGV Drivers  Courier Drivers |
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| **FREEDOM TO ACT** |
| To follow well defined Department Standard Operating Procedures and Policy. Supervision available for advice and guidance, if required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Report immediately any issues affecting driving licences with regards to conviction for motor offences or health problems to the Transport Supervisor / Transport Manager * To refer any complaints to the Transport Supervisors * To take part in discussions and periodic meetings to discuss any issues * To maintain effective working relationships with both internal and external clients * Where necessary to provide advice and support to other internal and external clients ie: Linen Services, Other NHS Trust, GPs, Police & Prison Services * To report promptly and prior to the commencement of the shift, any illness / injury that may make driving hazardous * To ensure that any other work undertaken elsewhere is disclosed so that current legislation regarding drivers hours is maintained at all times whilst working for the Trust * Ability to communicate with customers and members of the public |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To drive vehicles safely and responsibly at all times so as to prevent injury to yourself, others and trust property * To comply with speed limits as posted * To report and record any accident or incident in accordance with departmental / Trust procedures to the Transport Supervisors / Manager in a timely manner * To complete the appropriate forms for any accidents / incidents in a timely manner * To contribute to and work within a safe working environment * To ensure that vehicles and contents are secure at all times during their use or in transit * To ensure vehicles are kept clean inside and outside |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan daily / weekly breaks and rest periods to ensure that current driving laws are obeyed at all times * To ensure daily vehicle checks are carried out thoroughly and defects are reported as per departmental procedures/Trust policy/V.O.S.A regulations * To wash and maintain vehicles as directed on departmental schedules * To ensure compliance with the requirements set down in Transport Legislation |
| **POLICY/SERVICE DEVELOPMENT** |
| * To strictly observe the departmental regulations regarding use of vehicles * To ensure staff awareness and compliance with the Trust’s Health & Safety Policy and Manual * To follow all administrative procedures for the Transport Department * To display a formal Trust ID badge at all times whilst on duty * To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times in accordance with the Trust Uniform and Dress Code Policy |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To be responsible for the safe use of trust vehicles to prevent any accidents or legal requirements * To ensure all financial documents ie: fuel and equipment receipts are submitted on time * A willingness to provide reasonable cover for colleagues. |
| **HUMAN RESOURCES** |
| May be required to demonstrate and provide advice to new and less experience staff. |
| **INFORMATION RESOURCES** |
| * To complete all required paperwork correctly and in a timely manner, this includes daily vehicle checks, mileage sheets etc * To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate. |
| **RESEARCH AND DEVELOPMENT** |
| * To participate in staff satisfaction surveys as required. |
| **PHYSICAL SKILLS** |
| Ability to push and pull cages/trolleys and occasional heavy lifting required for the removal of items. |
| **PHYSICAL EFFORT** |
| There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time |
| **MENTAL EFFORT** |
| There is a frequent requirement for concentration where the work pattern is unpredictable. A high level of concentration when driving motor vehicles |
| **WORKING CONDITIONS** |
| There are adverse environmental conditions, inclement weather conditions, potential of road traffic accidents, extended periods of time working with a VDU |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Courier Driver |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  3 GCSE’s Grade A-D or equivalent including Maths and English  Full Driving Licence  Driving licence category C1  A valid and up to date Drivers CPC  A Valid and up to date Digital Tachograph Card | X  X | X  X  X |
| **KNOWLEDGE/SKILLS**  Knowledge of relevant road Transport Legislation  Ability to follow timed delivery / collection schedules  Good basic knowledge of drivers hours regulations  Knowledge of South West road network  Ability to prioritise workload and good organisational skills  Ability to work under pressure and respond to changing demands  Ability to follow instruction and to use own initiative  Good verbal, numeric and written communication skills  Awareness of the need for confidentiality  Knowledge of appropriate health and safety issues | X  X  X  X  X  X  X  X  X | X |
| **EXPERIENCE**  Ability to communicate with customers and members of the public | X |  |
| **PERSONAL ATTRIBUTES**  Enthusiastic and highly motivated  Ability to work unsupervised and as part of a team  Fitness to undertake the duties of the post  Meticulous approach to accuracy and detail  Good time management / organisational skills  Ability to prioritise own workload and work on own initiative  Reliable and flexible  Willingness to undertake relevant training | X  X  X  X  X  X  X  X |  |
| **OTHER REQUIREMENTS**  No more than 6 points on drivers’ licence  No driving bans (DR10/TT99)  Ability to work all shift times: early, late, weekends and bank holidays  Flexible to changes in workload  Committed to ongoing professional development | X  X  X  X  X |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y | X |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y | X |  |  |  |
| Laboratory specimens | Y | X |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y | X |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y | X |  |  |  |
| Noise (over 80dBA) | Y |  | X |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y | X |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | N |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  | X |
| Driving | Y |  |  |  | X |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | X |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | Y |  |  |  | X |
| Challenging behaviour | Y | X |  |  |  |