

**Candidate Guidance Notes**

**Forklift Driver**

**(Full-time)**

**Ref: 19/06/FLT001**

**Closing Date:** Friday 11th May 2018 at 12noon

**Provisional Interview Date:** w/c 21st May

**Contents**

Prior to completing the application form we recommend that applicants familiarize themselves with the contents of this guide which includes:

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**SECTION 1 ABOUT ORCHARDVILLE**

Orchardville is a registered charity under the Charity Commission for Northern Ireland. We have been supporting people with Learning Disabilities and / or Autism in employment in Belfast for over 35 years. Founded in 1982 by a group of parents and carers who sought a more challenging alternative to Day

Centres, Orchardville has continued to grow geographically and the services offered have developed and expanded substantially over the years.

*Our mission*

Orchardville is committed to be the leading provider of opportunities to **EQUIP** people with a Learning Disability or Autism to achieve their individual ambitions.

*Our vision*

To achieve an inclusive society where equal opportunities are enjoyed by everyone.

*Our values*

We aim to deliver our mission by living and upholding our values of **EQUIP**:

* **Empowerment** – Orchardville, families, employers and funders work together to enable all Users to achieve goals and aspirations.
* **Quality** – Through creativity and innovation we are committed to providing excellent services to meet the changing needs of all Users.
* **USER** – We place the Service User at the centre of everything we do.
* **Integrity** – We place high value on the reliable and honest way we conduct our business and will ensure everyone is treated equally and respectfully.
* **Passion** – At the heart of our team we are passionate to energise, engage and inspire everyone.

**SECTION 2 OUR SERVICES**

Initially limited to the Belfast area, Orchardville services have been expanded throughout Lisburn, Bangor / North Down and the North-West areas, thanks to funding awarded by the European Social Fund, local government departments and some Health and Social Care Trusts, in addition to self-generated income.

The services that we offer are provided under three main themes – Employability and Skills, Community Inclusion and Social Enterprise.

**EMPLOYABILITY & SKILLS**

***Employment & Skills Service (Ignite)***

Ignite supports people aged 16 – 65 to prepare for work, live a more independent life and to secure and maintain a job which is right for them. We offer various accredited training programmes and opportunities

for work placement in our internal social enterprise hubs, or with employers in the public, private and voluntary sectors.

***Workable (NI)***

Workable (NI) provides ongoing support and guidance to Service Users who work more than 10 hours per week. The support includes advising employers on reasonable adjustments and delivering disability

awareness training. Employment staff also job coach and mentor employees to ensure they retain their job and progress within the workplace.

**COMMUNITY INCLUSION**

***Transitions***

We support school leavers aged 16 – 19 to travel independently, manage their money and job sample with various employers. The service allows young people and their families to make important decisions about what do when they leave school, with options including Further Education, training and employment.

***TAP 2***

TAP2 provides extra support to Service Users aged 18 – 30 who have left full-time education but who need some extra time and support to progress onto the main employment programme. It encourages the

development of independence and employability skills through training and accessing local services.

***Community Living and Support Programme (CLASP)***

The CLASP service encourages Service Users to be more involved in their local community and supports them to create lasting friendships, offering isolated individuals an opportunity to develop social skills and creating fun and exciting opportunities.

**SOCIAL ENTERPRISE**

Orchardville facilitates a number of social enterprise initiatives as a platform for employability skills to be obtained. Such initiatives include:

***Orchard Café***

Orchard Café celebrates the culture and food of East Belfast and is famous for its Titanic Fry! We offer a selection of local breads and cakes along with daily lunch specials which compliment all other dishes.

Within the café environment, Service Users are provided with opportunities to develop social, customer service and catering skills.

***Orchardville Business Centres, Belfast & Bangor***

Our business centres provide a variety of services including mailshots, digital printing, t-shirt and canvas printing. Around 12 Service Users will be on-site at any one time and will be involved in each live job that

comes through our doors. Each job is treated as a training opportunity for our Service Users and can be anything from creasing a printed card to assembling magnets.

***Orchard Crafts***

Orchard Crafts is our mini-enterprise project, providing places for approximately 20 Service

Users. At Orchard Crafts we make a variety of items including repurposing old frames and other decorative items, as well as making Christmas decorations which are then sold in Starbucks Coffee shops all over Northern Ireland during November and December.

***Gifts that Give Retail Store***

Gifts that Give is our new retail gift shop for social enterprise products. Based at Bloomfield shopping centre in Bangor, our products include chocolates, candles, soaps, jewellery, photo frames, personalised

cards, frames, canvas prints and much more! The store provides an excellent opportunity for service users to get an insight into a career in a retail environment.

**Orchardville c/o Coca-Cola**

We have a contractual arrangement with Coca-Cola to provide a range of services and activities at the Coca-Cola Hellenic site in Lisburn, including pallet sorting, manufacturing unit repairs, cooler filling,

warehouse cleaning, external litter picking and general maintenance. Our facility at Coca-Cola provides both paid employment and unpaid work placements to Service Users.

**SECTION 3 ORGANISATIONAL STRUCTURE**

Orchardville employs approximately 70 staff across 6 locations. The Chief Executive leads our Senior Management Team (SMT) who are responsible for services in the areas of Employment, Social Economy and Community Provision. Orchardville is governed by a Board of Directors.

|  |  |  |  |
| --- | --- | --- | --- |
| **Offices & Training Hubs** | Orchardville (Head Office & Business Centre)  144 – 152 Ravenhill Road  Belfast  BT6 8ED | Orchardville (Bangor)  159 Belfast Road  Bangor  BT20 3PP | Orchardville (Lisburn)  TSL House  Unit 1, 38A Bachelors Walk  Lisburn  BT28 1XN |
|  |  |  |  |
| **Social Enterprise Hubs** | Orchard Café  395 – 405 Newtownards Road  Belfast  BT4 1RH | Gifts That Give Retail  Bloomfield Shopping Centre  Bangor  BT19 7HB | Orchadville c/o Coca Cola  Coca-Cola HBC Northern Ireland  12 Lissue Road  Lisburn  BT28 2SZ |

**SECTION 4 WHY WORK FOR ORCHARDVILLE?**

*To make a difference….*

Working at Orchardville is so much more than just a job. Our amazing staff and volunteers make a lasting difference to the lives of hundreds of people with Learning Disability and / or Autism every year. We recruit over a wide variety of areas, including:

* Employment and work placement support
* Transitions Services
* Job Coaching (in a variety of areas which include office, horticulture, retail, catering and crafts among others!)
* Community Inclusion
* Project Co-ordination

Here at Orchardville, our focus is to support and develop our Service Users and therefore the majority of our workforce is made up of people in the areas above. However, if you want to work for Orchardville,

but don’t think the above roles are right for you we also provide opportunities to indirectly support what we do through Finance, HR and Admin roles.

*To make the most of both your career, and your life outside of work….*

At Orchardville, we value Employee well-being and work-life balance. We offer many family friendly policies and employee benefits. We promote well-being and have a positive work-life balance within a supportive working environment.

As we continue to expand both in numbers and geographically, there are regular opportunities for promotion and other internal job moves.

*For the perks….*

At Orchardville we value our employees and strongly believe that employee contribution should be recognised.

**SECTION 5 THE BENEFITS OF WORKING AT ORHCARDVILLE**

Staff are key to the continued success of Orchardville and we want to make sure they are rewarded accordingly. As part of this commitment we provide a number of enhanced benefits, as detailed below.

Generous Annual Leave

Orchardville offers a generous holiday allowance to support staff. The annual leave period for staff runs from 1st April – 31st March. Holiday entitlement will depend on job grade, as detailed below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Grade** | **Minimum Leave Entitlement in Days\*** | **Entitlement after 5 years\*** | **Entitlement after 10 years\*** |
| **Non-Management** | 21 | 22 | 23 |
| **Production Supervisor** | 23 | 24 | 25 |
| **Managers & Co-Ordinators** | 24 | 25 | 26 |
| **Senior Management** | 27 | 28 | 29 |
| **CEO / DCEO** | 28 | 29 | 30 |

\*For part-time workers, holiday entitlement will be pro-rata to hours worked.

Statutory Holidays

In addition to the annual leave noted above, all staff\* are entitled to 12 statutory holidays per year:

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| --- | --- |
| New Year’s Day | 12th July |
| Easter Monday | 13th July |
| Easter Tuesday | Late Summer Bank Holiday Monday |
| St. Patrick’s Day | Christmas Day |
| May Day Bank Holiday Monday | Boxing Day |
| Spring Bank Holiday Monday | + 1 extra day at Christmas |

Additional Leave

In addition to annual and statutory holidays, Orchardville also provides a half day holiday for Christmas shopping and 3 paid days leave for employees who are getting married or entering into civil partnerships.

Pension and Death-in-Service Benefit

New employees will automatically be enrolled into the Orchardville pension scheme. This is a non-contributory scheme, however employees who wish to contribute may arrange this with the pension

provider directly. Contributions made by us will depend on job grade, as detailed below:

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| --- | --- |
| **Grade** | **Employer Pension Contribution** |
| **Non-Management** | 7% |
| **Supervisory** | 7% |
| **Unit Management** | 7% |
| **Senior Management** | 9% |
| **CEO / DCEO** | 12% |

Family Friendly Policies

* Enhanced maternity, paternity and adoption pay
* Flexible Working Policy
* Childcare Vouchers
* Time Off in Lieu (TOIL) Policy
* Work-life balance

Employee Discount & Perks

* Employee discount at Orchardville Cafes and Business Centres
* Employer contribution towards Christmas Dinner
* Free meal at Annual Awards Ceremony
* ‘Thank-you’ culture

**SECTION 6 JOB DESCRIPTION & PERSONNEL SPECIFICATION**

**Job Description**

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| --- | --- |
| **Job title:** | Forklift Driver |
| **Accountable to:** | Head of Inclusion & Progression |
| **Reporting to:** | Unit Co-ordinator |
| **Hours:** | 40 hours per week, Monday – Friday 8.30am – 4.30pm  Additional hours may be necessary to meet the demands of the post |
| **Salary:** | £16,093.44 per annum, pro rata + 7% non-contributory pension (after qualifying period) |
| **Location:** | Coco Cola, Knockmore Hill, 12 Lissue Road, Lisburn, BT28 2SZ, with travel to all other Ochardville Locations |
| **Holidays:** | 22 days per annum + 12 Statutory days |
| **Duration:** | Permanent |

**Main Purpose:**

The main purpose of this role is to operate a forklift truck within our social enterprise department, and work alongside Service Users to ensure that all tasks are completed properly and to a high standard. While primarily based at our Coco-Cola location, you may on occasion be asked to attend training or meetings at other Orchardville locations.

**MAIN RESPONSIBILITIES:**

Operate Forklift Truck

* Operating the forklift truck to meet production and logistical requirements
* Sufficient and timely supply of product for MU Assembly
* Timely removal of complete MU in accordance with supply chain demands
* Recording of routine forklift checks
* Unloading and loading trailers as required
* Operating Pallet sorting machine
* Stacking pallets in the yard to a high quality standard to ensure stack is safe and stable
* Working within Coca-Cola guidelines

Operate Packaging Equipment

* Check that pallets are built securely and to customer specification. Report any deviation to Line Manager.
* Ensure all loads are wrapped and stacked to the required standard
* Secure pallets via appropriate packing (shrink wrap or strapping)

Team work

* Working in partnership with Service Users who have a learning Disability by being a positive role model

Financial and Information Services and Records Management

* Adhere to financial procedures and ensure receipts and records are maintained for all expenses.
* Monitor and record participant progression and outcomes to against individual plans and organisational objectives to enable them to achieve their full potential.
* Input information onto Social Impact Tracker (internal database) and EU database (external) as required.
* Ensure you personally use of the resources of the organisation in an effective and efficient manner at all times.
* Keep relevant participant records systems (electronic or paper based) and databases are accurate, up-to-date and effective.
* Process and retain participant information as required by legislation and / or the needs of the organisation including GDPR.

Health and Safety and Safeguarding

* Actively ensure your own safety and the safety of those around you, ensuring that all aspects of health & safety are adhered to in line with organisational processes and procedures as outlined in the staff handbook.
* Complete daily Health & Safety / Fire Safety checklists and record any deficiencies
* Ensure Unit/Department First Aid box is fully stocked
* Highlight potential risks in relation to participant safety, carry out risk assessments as appropriate and ensure risk management procedures are followed.
* Undertake daily safety checks.
* Ensure personal safety by complying with the Orchardville Lone Worker Policy.
* Ensure adherence to safeguarding policies and procedures, legislation and good practice.
* Contribute at all times to the physical cleanliness and general condition of the facilities.

Quality and Continuous Improvement

* Deliver work to quality and other professional standards at all times, including in line with any relevant legislation ensuring tasks are performed promptly, accurately and within agreed timeframes.
* Perform the job in accordance with all our policies and procedures, especially our Equal Opportunities and Dignity at Work policies.
* Adhere to existing quality assurance requirements and recommend (where appropriate) potential quality improvements in processes and procedures.
* Abide by the organisational clear desk policy.
* Actively participate in initiatives aimed at continuous improvement to promote service excellence within your areas of work and across the organisation in line with best practice.
* Contribute to self-evaluation and quality improvement planning processes in the organisation to contribute to ensuring the delivery of high quality services and outcomes for Service Users.
* Participate as a team member to promote cross departmental co-ordination and working.
* Represent the organisation at meetings delivering presentations as required.

Personal Development

* Continually develop your skills and knowledge and ensure your own personal development is maintained and up to date, as well as helping other team members develop their skills.
* Take part in quarterly Planning & Development (P&D) meetings and an annual appraisal with the Line Manager.
* Identify personal and departmental training needs and provide comprehensive feedback on training undertaken.
* Perform the job in accordance with our policies and procedures, especially our Equal Opportunities and Dignity at Work policies.
* Be an ambassador for the organisation and build effective relationships with customers and stakeholders to further the Vision, Mission and Values of the organisation.
* Operate within integrity, ethics and ensure that the values of Orchardville (**E**mpowerment, **Q**uality, **U**SER, **I**ntegrity and **P**assion) **EQUIP** are evident and form the basis of your professional conduct.

**Other**

1. The post holder is expected to be flexible and undertake other duties and additional tasks that may be required due to changing priorities or circumstances within reason and competence.

This job description may be subject to change in line with the changing needs and demands of the organisation.

**Personnel Specification**

**Essential Criteria**

1. Counterbalance Forklift Truck Licence
2. 6 months experience of driving a forklift, preferably in a production environment
3. Physically fit to undertake the duties of the role (which may include heavy lifting, large amounts of manual work and control of machinery including forklift trucks)

**AND**

**Other Requirements**

* Successful candidates will be required to undergo an Access NI disclosure check.

**Desirable Criteria**

* Health & Safety Qualification
* Experience of working with people who have a learning disability

**NB:** Criteria may be enhanced to assist short-listing.

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| **Required Behaviours** |
| Strong outcome focused approach with the self-motivation and confidence to succeed |
| Demonstrate good organisational skills, time-management skills and strong attention to detail |
| Demonstrate flexibility within role demands |
| Ability to use initiative and make decisions within remit |
| Ability to demonstrate good communication – including written and verbal communication skills. |
| Proven track record of working within a team to achieve outcomes |
| Confidentiality in all aspects of role |
| Demonstrate organisational values of Empowerment, Quality, User focused, Integrity, Passion **(EQUIP)** |

**SECTION 7 THE RECRUITMENT PROCESS**

**Submitting your application**

Before completing your application, please ensure that you have read and considered all relevant documentation:

* Job Description

Provides an overview of the main purpose of the job and a summary of responsibilities and personal duties.

* Personnel Specification

Includes the essential criteria that you must possess in order to be eligible to apply for the job, including qualifications, experience, knowledge, skills and personal qualities. Desirable criteria may be applied if a large number of applications are received for a particular post. You will only be

shortlisted to the next stage of the selection process if the information you have provided in your application from clearly demonstrates that you meet the criteria.

Completed applications should be submitted prior to the closing date and should include:

* Application Form
* Candidates wishing to apply for these roles must do so by using the designated application form. CV’s will not be accepted.
* Application forms should not be reformatted or amended.
* All applications should be completed in typescript or using black ink.
* Only information provided on your application form will be used for shortlisting. Candidates should ensure that they fully demonstrate how they meet the criteria, failure to do so may result in the panel being unable to shortlist your application.
* Please note on your application if you require any reasonable adjustments to enable you to attend interview. Details of any disability are only used for this purpose and do not form part of the selection process.
* Enhanced Disclosure of Criminal Convictions Form
* Information about criminal convictions is requested to assist the selection process and will be considered only when the conviction is considered relevant to the role.
* Any disclosure will be seen in the context of the role description, the nature of the offence and the responsibility for the care of existing clients, volunteers and employees.
* Equal Opportunities Monitoring Questionnaire
* Orchardville monitors applications for employment in terms of community background and gender. The use and confidentiality of community background information is protected by the Fair Employment and Treatment (Northern Ireland) Order 1998. It will be only be used for monitoring, investigations or proceedings under the requirements of the above legislation.
* We do not discriminate against job applications or employees on any of the grounds listed above. We aim to select the best person for the job and all recruitment decisions will be made objectively.

Responsibility for ensuring that applications fully completed, legible and received before the closing date rests with the candidate. Incomplete, illegible or late applications will not be considered. Orchardville will take no responsibility for lost or late applications, including those delayed by postal service / technical difficulties etc.

All completed application forms should be emailed to **anne.carmichael@orchardville.com**. Alternatively, paper copies must be posted or hand-delivered to Orchardville, 144 – 152 Ravenhill Road, Belfast BT6 8ED.

**Shortlisting – Essential Criteria**

After the closing date, the first stage in the selection process will be to conduct a sift of completed application forms against the eligibility criteria. You must demonstrate on the relevant page of the application form how you meet the criteria stated. If you do not fully demonstrate how you meet each of the eligibility criteria you will not be progressed to the next stage of the process. You will be notified of the outcome of this stage by email or letter (dependant on how your application was submitted).

**Shortlisting – Desirable Criteria**

If further shortlisting is required, an additional sift will be conducted against the desirable criteria. In the event of a large volume of applicants, Orchardville reserves the right to enhance the shortlisting criteria.

**Interview**

Following shortlisting, it is intended that the selection process will involve an interview against the key skills for the role. Panels may test any aspect of either the essential or desirable criteria, or both. Additional stages to the selection process (i.e. second interviews, presentations or psychometric assessments) may be required. You will be notified of the outcome of this stage by email or letter (dependant on how your application was submitted).

In the event of a candidate not being able to attend a scheduled interview date, Orchardville will, where possible, attempt to accommodate candidates with an alternative date. However, should no further dates be available, regrettably we may be unable to reschedule.

**Feedback to candidates**

Orchardville is committed to personal and career development and therefore, where requested, feedback will be given to unsuccessful candidates at each stage of the recruitment cycle. Feedback may be requested verbally or in writing and will be facilitated by HR. Orchardville reserves the right to use reserve lists to fill similar suitable vacancies within 6 months of the competition.

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**SECTION 8 TERMS OF APPOINTMENT**

Information about salary, pension, holiday entitlement, working hours and place of work will be detailed in the job description. Should you be appointed, your offer of employment will be subject to the following:

Probationary Period

Successful candidates will be subject to a 6-month probationary period in the role, during which performance will be regularly reviewed. Candidates who successfully complete their probationary period will have their employment confirmed in writing. Orchardville reserves the right to extend your probationary

period for such further period or periods as it considers reasonably necessary to assess your performance further.

Access NI

Successful candidates must complete an Access NI check prior to commencement of employment. This will normally involve obtaining an Enhanced Disclosure Certificate and will be paid for by Orchardville. For roles that require only a Basic Disclosure Certificate, candidates will be required to pay the associated fee

(currently £26) however this will be reimbursed by Orchardville. Successful candidates will be given further details on how to do this once appointed.

Reference Checks

All offers will be subject to the receipt of two references, one of which should be from your current / most recent employer.

Documented evidence of Qualifications

Successful candidates will be required to provide copies of certificates for all relevant qualifications or training noted on the application form or discussed throughout the recruitment process.

Pre-Employment Medical Questionnaire

Successful candidates will be required to complete a short pre-employment medical questionnaire.