

Job description and person specification

MAS Driver Technician			
Salary level	1a	Job reference number	
Department	MAS	Directorate	MAS/CES
Work location	Hub	Reports to	Hub Manager/ Senior Driver Technician
Role duration	Permanent	Last updated	April 2016

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact	Provision of a logistics operation to transfer equipment between the hub and spokes and to clean and maintain equipment to national standards.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross currently operates through over 4000 staff and over 20,000 volunteers.

The Mobility Aids Service (MAS) supports people who need short-term loans of wheelchairs and other equipment remain living independently. The MAS works on a hub and spoke logistics basis with hubs undertaking cleaning, maintenance and administration and spokes maintaining a high standard of service user interaction and support.

Overall purpose of the role

The Driver technician is responsible for ensuring that equipment is cleaned and maintained to agreed standards and for delivery of equipment between the hub and the local spokes.

Principal responsibilities

1. Driving and transporting

- > Equipment is delivered and collected between the hub and the spokes as needed
- > All driving policies and procedures are followed
- > Policies to separate clean and contaminated equipment are followed

2. Warehousing/ Record keeping

- > The stock control system, run via the Beneficiary Relationship Management system, is up to date and equipment entries are accurate
- > Warehouse and cleaning facilities are kept clean and safe and follow health and safety policies and procedures
- > Equipment is moved within the warehouse efficiently and vehicles used within the warehouse are driven safely
- > Records are accurate, timely and appropriately input into BRMS (Beneficiary Relationship Management System) and any other agreed IT systems in line with organisational procedures and approaches

3. Equipment maintenance

- > Equipment is maintained to agreed national standards
- > Equipment is cleaned and decontaminated to agreed national standards

4. Team member

- > Colleagues supported as required
- > Contributes effectively to team meetings
- > National procedures and guidance followed to ensure a safe, effective and efficient environment
- > Training and development undertaken to develop and grow the role and individual and improve performance
- > Staff and resources managed effectively in accordance with BRC policies and procedures

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and/or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

Requirements

Skills	<ul style="list-style-type: none"> > Computer literate with ability to work with online stock management system > Confident and safe driver** > Ability to work as part of a team** > Good inter-personal and communication skills > Able to prioritise tasks and manage workload under pressure > Ability to use own initiative when dealing with problems and willingness to seek advice when needed** > Ability to lift and handle equipment weighing up to 21 kg
Knowledge (including education and training)	<ul style="list-style-type: none"> > Knowledge of basic vehicle maintenance/ requirements > Full current driving licence with category C1** > Knowledge of current legislation / good practice guidelines around driver, vehicle and road traffic operation**
Experience	<ul style="list-style-type: none"> > Van driving experience** > Experience of completing administration paperwork > Experience of working with minimum supervision and driving long distances **
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Puts people in crisis at the heart of what they do <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Uses resources effectively <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Asks relevant questions of the people who are in the position to respond, such as people who are directly involved <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Demonstrates an ability to respond positively to constructive change by being open to new ways of working and demonstrating flexibility

	<p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Pro-actively works across boundaries to raise or solve issues <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> >Thinks about how their communication methods impact others <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Understands and lives the Red Cross fundamental principles and British Red Cross values <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Demonstrates a willingness and an ability to develop own capability and knowledge by seeking and acting on feedback and updating knowledge and skills to improve performance <p>SOLUTION FOCUSSED</p> <ul style="list-style-type: none"> > Identifies the problem or opportunity and discusses it with relevant individuals <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Demonstrates an ability to manage their own behaviour and actions, and understands how this affects team performance
Additional requirements	<ul style="list-style-type: none"> > Demonstrate an understanding of the Red Cross Fundamental Principles and examples of acting in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Adhere to BRC equal opportunities and anti-discriminatory policies and promote diversity > Willingness to work unsocial hours as needed, including shift work** > Willingness to drive Forklift vehicles if needed (full training will be given.)

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*