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| Last updated: | February 2025 |

**JOB DESCRIPTION**

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| Post title: | **Delivery Driver** |
| School/Department: | Valley Graphics - iSolutions |
| Faculty: | Professional Services |
| Career Pathway: | MSA | Level: | 1b |
| Posts responsible to: | Deputy Manager |
| Posts responsible for: | n/a |
| Post base: | Non-Office-based (see job hazard analysis) |

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| Job purpose |
| To deliver products, goods and parcels safely and efficiently to designated location within specified timeframes, ensuring consistent, high quality standards of service and customer care.To be an ambassador for Valley Graphics in delivering goods and promoting services. |

| Key accountabilities/primary responsibilities | % Time |
| --- | --- |
|  | Provide professional, effective, timely and customer-focused delivery services to the University Community, delivering between various sites and external partners (typically within a 50-mile radius but occasionally beyond).Ensures proper handling and delivery of sensitive materials with authorisation where necessary.Handle fragile packages and parcels with care and ensure deliveries are delivered without damage.Deal with any customer queries at the point of delivery or escalate appropriately, highlighting areas of concern.Transport Valley Graphics staff members between sites as required. | 55% |
|  | Plan own daily delivery schedules and determine appropriate delivery routes based on customer requirements, business priorities and timeliness. Plan for deliveries outside normal mileage, arranging permits etc. if required.Maintain effective communication with both management and the customer to inform of any change to delivery route or schedule and inform management of any obstructions to making safe and efficient deliveries.Contribute to the ongoing development of Delivery services and processes through continuous improvement activity within the team. | 15% |
|  | Operate and maintain the Valley Graphics vehicles to required standards. Drive safely, following the Highway code, road safety and vehicle rules to maintain a safe environment for yourself and those around you. | 10% |
|  | Maintain accurate and timely records of deliveries within the designated reporting system and ensure that all delivery documentation is kept up to date as required. | 10% |
|  | Maintain a tidy, safe and healthy working environment and comply with the University’s Health and Safety policies. | 5% |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Members of University staffInternal and external customers |

| Special Requirements |
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| Full clean UK driving licenceTo have an understanding of how equality, diversity and inclusion applies to the responsibilities of the role and to actively promote equality, diversity and inclusivity in all aspects of the role. Some out of hours working may be required. The role will require travelling between campuses as appropriate. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Full clean UK driving licence Previous work experience within a delivery driver role with experience in developing and managing own delivery schedulesMulti drop delivery experienceBasic computer literacy and ability to record and track deliveries in a computerised systemAble to produce and maintain clear and accurate recordsAble to apply a basic knowledge of established practice and procedures and display an awareness of customer needs | Demonstrate commitment to maintaining professional knowledge and awareness through continuing personal and professional development. | Application & interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role. AND As a Line Manager role model the Southampton Behaviours and work with the management team to embed them as a way of working within the \*faculty/directorate/school/department. OR Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Able to manage schedules and deadlines and to effectively organise allocated workloads Able to work to specified timeframes/deadlines |  | Application & interview |
| Problem solving and initiative | Able to solve basic problems by adhering to established practices and procedures Able to work well with minimum supervision Able to solve basic problems by adhering to established practices and proceduresAble to use own judgement as to when to seek advice from a more senior colleague |  | Application & interview |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively supporting others. |  | Application & interview |
| Communicating and influencing | Good communication skills, polite and courteous to customersAble to seek and clarify detailAble to demonstrate own duties to other colleagues as required |  | Application & interview |
| Other skills and behaviours |  |  |  |
| Special requirements | Some out of hours working may be required. The role will require travelling between campuses as appropriate. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| [ ]  Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| [x]  No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally** (<30% of time) | **Frequently**(30-60% of time) | **Constantly**(> 60% of time) |
| Outside work  | x |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  | x |  |
| Frequent hand washing |  | x |  |
| Ionising radiation  |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** |
| ## Food handling  |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV)  |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  | x |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers)  |  |  |  |
| **PHYSICAL ABILITIES** |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping | x |  |  |
| Repetitive pulling/pushing | x |  |  |
| Repetitive lifting | x |  |  |
| Standing for prolonged periods |  | x |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height | x |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** |
| Face to face contact with public |  |  | x |
| Lone working |  | x |  |
| ## Shift work/night work/on call duties  |  |  |  |