

PERSON SPECIFICATION

Driver's Mate

	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> • Manual handling training • 5 GCSE's at Grade C or above. • GCSE Maths & English Grade C or above. 	<ul style="list-style-type: none"> • Health and Safety qualification Level 1. • First Aid training. • PAT Testing • Full clean driving licence Category 1
Experience	<ul style="list-style-type: none"> • Experience in the community/voluntary sector. • Experience of customer service. • Experience of taking payments/cash handling. • Ability to cope effectively under pressure in a fast paced environment. • Experience of accurate record keeping and data protection. • In a customer facing environment. • In making deliveries /collections. 	<ul style="list-style-type: none"> • Experience of working in a team environment.. • Knowledge of fair trade and environmental issues. • Experience of on line ordering/sales systems. • Knowledge of the local South Tyneside area. • A premises key holder.
Competencies, Values and Attitudes	<ul style="list-style-type: none"> • Well-developed interpersonal and verbal communication skills. • Ability to work alone. • Innovative and proactive approach to opportunities, issues and problems. • Creative, imaginative and a lateral thinker. • Team player. • Willingness to change and adapt to improve service delivery. • Trustworthy & reliable. • Flexibility. • Smart appearance. • Confident. • Enthusiastic. 	

	<ul style="list-style-type: none"> • Commitment to Equal Opportunities. • Able to deal with confidential information in an appropriate manner. • Commitment to the aims of Groundwork. 	
Other	<ul style="list-style-type: none"> • Able to undertake evening and weekend commitments as and when necessary. • Commitment to participate in relevant training. • Must be able to lift heavy or bulky items in line with Health and Safety Policy 	
Prepared by :	C. Wild	July 2019