



Job Description

Environment Directorate

Post Title	Meals on Wheels Driver		
Post Number	887001	Grade	Scp 4 – subject to job evaluation
Base	Central Depot	Hours of Work	10 per week including some weekend and bank holiday work
Car User Allowance	No	Disclosure	Enhanced
Contact	Matthew Perry – 01495 355955	Updated	May 2010

Principal Job Purpose

Responsible to: The Meals on Wheels Supervisor

Responsible for: Delivering a Meals on Wheels service to clients within the County Borough

Principal Accountabilities

1. To attend the Meals on Wheels office to collect and sign for van keys, personal mileage book and collect the van from the Transport Department. Ensure it is filled with diesel and carry out the required routine maintenance check e.g. oil, water etc.
2. (Note Special Circumstances regarding driving licence overleaf).
3. To attend the kitchen prior to commencement of delivery and collect any additional/cancellation details for the relevant round and to collect the allocated “hotlocks” and deliver the meals and sweets to the listed clients.
4. To deliver meals and collect the required payment from clients and to report to the Cook/Assistant any problems that may be encountered when delivering the meals to the clients.

5. On completion of the round the post holder is required to return to the kitchen to reconcile the payments received against the number of meals issued and ensure that all money collected is handed to the Cook/Assistant.
6. To provide the Cook/Assistant with the required number of meals for the following delivery period and to return "hotlocks" to the kitchen area.
7. To return the van to the Transport Department, unless otherwise instructed, and to report any defects on the vehicle.
8. To undertake any other duties as may be required from time to time, by Management.
9. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
10. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.

Person Specification – MOW Driver

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
No formal qualification is required.					
Other experience					
Previous experience of cash handling	Desirable	✓			
Knowledge/Skills					
Knowledge of the vicinity	Desirable		✓		

2. Special Requirements

	Essential	Desirable
Full driving licence is required to drive vehicle provided (the appointment will be subject to the satisfactory completion of an in-house driving assessment).	✓	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering the service	Plans ahead, organises work in advance		✓		✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary		✓		✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable		✓		✓
	Uses initiative to report issues that arise that impact on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results	✓	✓		✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service	✓	✓		✓
	Is committed to providing an excellent service to the citizens of Blaenau Gwent	✓	✓		✓
	Understands the links between own professionalism and the possible impact on the Authority's image		✓		✓
	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues		✓		✓
	Is respectful, courteous and helpful at all times	✓			✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests		✓		✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary		✓		✓
	Actively seeks to help others	✓	✓		✓
	Is aware of the impact of own behaviour on others		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others	✓	✓		✓
	Checks others have understood & seeks advice when necessary		✓		✓
	Actively seeks to improve all forms of communication with others				✓
	Communicates professionally by using formal channels appropriate to the situation				✓