

Job Specification

Directorate:			
Service Area & Section:		Furnished Tenancies	
Unit Manager:		Julia Bartlett	
Post Title:		Labourer/Driver	
Job Family & Role Profile:		Operational 20A	
Post No:	RGHO0608	Grade	3 (SCP 12-13)

Summary of Role	
Reporting to:	Store Manager/Team Leader
Purpose of the Post:	To provide and maintain an efficient and effective customer focused service ensuring all current and potential users receive a service that meets, as far as possible, their expressed needs. This involves the delivery and collection of furniture packs and providing a removals service for designated tenants.
The post holder is responsible for the following:	<p>Driving a 7.5 tonne vehicle and complying with associated driving legislation and good practice guidelines.</p> <p>Complying with departmental policies and procedures.</p> <p>Ensuring a strict audit trail is adhered to in the execution of duties.</p> <p>Carrying out duties as instructed in a safe and timely manner within given timescales and deadlines.</p>
Job Working Circumstances	<p>1 Report to the Furnished Tenancies Officer for the allocation of delivery/collection duties. These duties may include one or all of the following and may be subject to change.</p> <p>a) Delivery and collection of a diverse range of furniture and white goods to council properties.</p> <p>b) Assembly and positioning of these items as required.</p> <p>c) Liaising with service users regarding delivery times.</p> <p>d) Advising on basic queries from service users.</p> <p>e) Reporting problems or incidents encountered to relevant officers.</p> <p>f) Sequential ID numbering and logging.</p> <p>g) Completion of relevant paperwork.</p> <p>h) Safe disconnection of washing machines if appropriate.</p> <p>i) Checking white goods can be suitably housed.</p> <p>j) Provision of a removals service for tenants as required.</p> <p>k) Undertaking a daily stock count and assisting with stock control queries.</p>

- 1.2 Ensure that stock and warehouse is kept in a safe and orderly manner at all times and to ensure that the unmanned warehouse is alarmed and secure upon leaving. Collect keys to void properties and ensure that properties are alarmed where appropriate and secure upon leaving.
- 1.3 Assist in the cleaning of furniture and white goods.
- 1.4 Carry out uncomplicated assembly and repair of furniture, to include the use of hand held tools.
- 1.5 Ensure that daily vehicle checks and drivers responsibilities are carried out in line with Central Transport Guidelines.
- 1.6 Visually risk assess each task and ensure that correct PPE is worn, manual handling is carried out in a safe manner and the appropriate manual and mechanical lifting aids are used safely.
- 1.7 Occasional needle disposal may be a requirement of the role.
- 1.8 Assist in the caretaking service as necessary which may involve cutting of hedges, litter picking, removal of fly tipping, cleaning of communal areas of blocks etc (this list is not exhaustive).
- 1.9 Ensure that duties are completed within given timescales and standards with due regard for procedures, policies, audit recommendations and accountability of actions.
- 1.10 Assist with achieving furnished tenancies objectives and performance targets.
- 1.11 Ensure that the highest standards of customer care are aspired to at all times.
- 1.12 A high degree of flexibility will be required of the post holder.
- 1.13 The post holder will be required to interchange duties and responsibilities with other like posts within the department which may involve a change in location for which there is no minimum notice period.
- 1.14 The post holders required working week will not normally exceed 37 hours, usually between Monday and Friday
- 1.15 Assist and participate in various working groups as required and to assist in the development and implementation of departmental and council policies and procedures.
- 1.16 To comply with all departmental and Council policies, procedures and requirements, e.g. Development performance review, Time recording,

Equal Opportunities, attendance at and full participation in training/staff development sessions etc.

1.17 To liaise with other sections of the housing department, other Council departments and outside organisations and to that the standards of service provided are maintained to an acceptable level and improved.

1.18 To be aware of the implications of the Data Protection Act and Freedom of Information Act and to follow information sharing protocols that may be agreed with partner agencies.

1.19 To be aware of the Service @ Swansea agenda and to participate in its progress.

1.20 Carry out the safe delivery of the service and tasks allocated to them by undertaking the Health and Safety responsibilities within the HASAWA 1974.

Employees have a duty of care;

- i) to take reasonable care for the health and safety of both themselves whilst at work and of other persons who may be affected by their acts or omissions (by what they do or do not do).
- ii) to co-operate with the employer so as to enable the duty imposed on them to be performed or complied with.
- iii) not to interfere with, or misuse, anything provided for their health, safety or welfare.

2. GENERAL DUTIES

2.1 To assist in the development of initiatives, e.g. Investors in people; Performance Management and Appraisal; Continuous Professional Development etc.

2.2 To ensure that all activities are operated in accordance with Equal Opportunities.

Person Specification

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Role Criteria No.1	Education, Qualifications & Training
Essential	Drivers CPC
Desirable	Basic Health & Safety certificate
Evidence	Manual Handling and safe Lifting training
Role Criteria No.2	Skills /Technical / Professional Competence
Essential	Candidates should possess the appropriate levels of competence in the work related skills involved in the post. Candidates should possess a high level of physical fitness.
Desirable	
Evidence	
Role Criteria No.3	Experience
Essential	
Desirable	Manual Handling and safe Lifting
Evidence	
Role Criteria No.4	Competencies & Abilities
Essential	<ol style="list-style-type: none"> 1. The ability to work safely. 2. The ability to produce high standards of customer care. 3. The ability to drive a 7.5 tonne vehicle and hold the appropriate license.
Desirable	<ol style="list-style-type: none"> 1. The ability to demonstrate a high level of flexibility. 2. The ability to work unsupervised. 3. The ability to use initiative. 4. The ability to work to deadlines. 5. The ability to carry out minor furniture repairs when necessary. 6. To have an understanding and appreciation of the roles of Members and the Officer/Member relationship. 7. To work with other staff to provide services to the public. 8. To recognise when it is necessary to seek supervisors guidance
Evidence	At Interview
Role Criteria No.5	Commitment to Equal Opportunities

Essential	Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and the City and County of Swansea's Equal Opportunities Policy and Procedures.
Desirable	
Evidence	At interview, then in post
Role Criteria No.6	Current Driving Licence
Essential	Use of own car: Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling
Desirable	
Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually
Role Criteria No.7	Other Requirement (1)
Essential	
Desirable	Use of land line telephone
Evidence	At interview, then in post
Role Criteria No.5	Commitment To Equal Opportunities
Essential	
Desirable	
Evidence	
Role criteria no.6	Current driving licence
Essential	
Desirable	
Evidence	To be produced at Interview
Role Criteria No.7	Other Requirement (1)
Essential	
Desirable	
Evidence	
Role Criteria No.8	Other Requirement (2)
Essential	
Desirable	
Evidence	

Health Surveillance and Monitoring:	This post will require the post holder to take part in health surveillance and monitoring procedures.
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Safeguarding:	The authority is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
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Welsh Language	
The authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this.	
Assessment of Posts	
All posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.	

Requirements for this post (See attached Welsh Language Skills Assessment)			
Understanding	Level: 0	Speaking	Level: 0
Reading	Level: 0	Writing	Level:0
Based on the above, requirement for this post is as follows:			
Essential		Desirable	
To be learned		Not required	0

Disclosure and Barring Service (DBS):	This post requires the postholder to have the level of DBS disclosure as indicated below:		
	Standard DBS Disclosure Application	Enhanced DBS Disclosure Application	No DBS Disclosure Application

Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.		
Sign off			
Line Manager:		Date:	
Post Holder:		Date:	

Welsh Language Skills Framework

Level 0			
No Welsh language requirement identified for the post – but all recruits should be aware of the corporate requirements of the Welsh language standards and completion of the Welsh language awareness course is advised.			
Understanding	Speaking	Reading	Writing
➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified
Level 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. Where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
Understanding	Speaking	Reading	Writing
➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the telephone ➤ Can open and close a conversation or open and close a meeting. 	➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
Level 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel in general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh 	➤ Can read short message and certain letters or e-mails, e.g. Those which make a request or ask you to pass on a message	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment

	<ul style="list-style-type: none"> ➤ Can hold a short conversation with an individual or exchange relatively straightforward information ➤ Can contribute to a meeting, but need to revert to English for specialist terms. 		
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Level 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

Level 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. In meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

Understanding	Speaking	Reading	Writing
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<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. ➤ Can understand differences in register and dialect. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand novels and other texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.
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Level 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can follow all conversations and discussions with individuals or colleagues. ➤ Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> ➤ Can express yourself fully in detail, even when discussing complex issues. ➤ Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➤ Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> ➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➤ Can write formal or informal Welsh as required. ➤ Can write a range of documents accurately and with confidence.

Disclosure and Barring Service (DBS) Disclosure Checks

The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an online application form for the appropriate level of disclosure. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly.

The following information is available from the Employee Services Helpdesk, Room 323, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 636098, email employee.serviceshelpdesk@swansea.gov.uk.

- DBS's Code of Practice;
- Authority's Policy on the Security of Confidential Disclosure information;
- Information on the Rehabilitation of Offenders Act 1974

Further information about the Disclosure Scheme is available at www.homeoffice.gov.uk/agencies-public-bodies/dbs/.



Corporate Plan 2017 - 2022

Delivering a successful and sustainable Swansea

Our ambitions and commitments to residents – our well-being objectives

We have prioritised five well-being objectives. These are:

- Safeguarding people from harm
- Improving education and skills
- Transforming our economy and infrastructure
- Tackling poverty
- Transformation and future council development

Our Values

Our plans will be built on three clear values which will guide the way that we work, how we develop as an organisation and our decision making through the years ahead.

- **People Focus**
We will focus on community needs and outcomes and on improving the lives of the people who live and work in Swansea. We will also respect, value and support our employees and demonstrate the highest standards of integrity.
- **Working Together**
We will promote a whole partnership approach, working across services to maximise resources and knowledge and joining forces with others outside the Council to ensure we prioritise our resources and get the best for our communities.
- **Innovation**
We will promote and support a culture of innovation. We will think and work differently to improve our ability to deliver and to meet the financial, demographic and societal challenges we face. We will share learning across the Council, as part of our Innovation Programme.