



Customer Service Drivers - Meals on Wheels

We are setting up a new meals-on-wheels service for customers in Warwickshire. The service will provide a daily hot meal to people and a safe & well check to ensure people stay safe in their homes. We know both customers and relatives highly value this service. We have a great team and opportunities exist to work in other areas of the charity.

We are recruiting for various hours, 2-5 days over 7 days, including bank holidays.

Our drivers are the face of our business, and their interaction with our customers is crucial to our success.

In this role, you will be delivering hot meals to our customers' doors. As such, you will enjoy meeting people and always be willing to go above and beyond what is expected.

Hourly rate is £10.98, but a pay award is pending.

Responsibilities:

- Deliver hot meals to our customers in a timely manner
- Following food safety standards
- Delivering exceptional customer service at all times
- Undertake pre-shift inspection of your car
- Drive safely, responsibly, and within the law
- Clean and refuel your car
- Contact the office with any customer concerns or route delays
- Ensure customer confidentiality
- Reporting health and safety and mechanical issues

Qualifications:

Essential:

- Experience within a customer service-based role
- Full UK Manual Driving Licence

Desirable:

- Experience of multi-drop delivery role
- Experience within a care-based role

Personal Qualities

- Friendly, approachable and reliable
- Passionate about delivering excellent customer service
- Good attendance and timekeeping



You must have held a manual driving license for at least 2 years

All offers of employment are subject to Driving Licence and DBS checks

As this role involves working with elderly and vulnerable customers, it is exempt from The Rehabilitation of Offenders Act 1974 and requires a Standard DBS Disclosure.

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Job Types: Part-time, Permanent

Part-time hours: 4-20 per week

Salary: £10.98 per hour

Benefits:

- Company pension
- Sick pay

Schedule:

- Day shift
- Every weekend
- Holidays
- Overtime

Ability to commute/relocate:

- Warwick: reliably commute or plan to relocate before starting work (required)

Work Location: In person