



Customer Service Drivers - Meals on Wheels

WRCC operates a meals-on-wheels service for the benefit of communities across Warwickshire. Our Community Food Fleet provide a daily hot meal to people and a safe & well check to ensure people stay safe in their homes.

We know this service is highly valued by both customers and relatives. We have a great team and there are also opportunities to work in other areas of the charity.

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

The role is based in Warwick (CV34 6TD). Candidates must be able to travel to our site in Warwick.

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 **£12.65**.

Main 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
- Able to work at least one day at the weekend

**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 manual driving licence for at least 2 years**All offers of employment are subject to a Driving Licence checks 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 an 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

Pay: £12.65 per hour

Expected hours: 7 – 18 per week

Benefits:

- Company pension
- Sick pay

Schedule:

- Day shift
- Every weekend
- Holidays
- Monday to Friday

For more information about the role, or to apply please contact our CFF Manager, Tash Devis via tashd@wrccrural.org.uk.

WRCC, Warwick University – Wellesbourne Campus, Warwick CV35 9EF

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