



Job Title:

Shift Lead

PART 1: JOB DESCRIPTION

Role Summary:

Health and Independent Living Support (HILS) is a growing charitable social enterprise, providing services to clients in Hertfordshire and West Sussex to enable them to live independently in their own homes. The primary function is to provide support to ensure the smooth running of HILS' meals services. The successful post-holder will be expected to offer excellent customer service to internal and external parties, ensuring clients' safety and wellbeing is priority.

Principal Responsibilities:

Customer service and client safety

- To deal with customers in a friendly, helpful, caring, and courteous manner and to maintain customer confidentiality at all times.
- To report immediately any customer 'no replies' to the Support Team (administrative team). The 'No reply' procedure should be followed as instructed.
- To monitor the wellbeing of customers and report to the Support Team any noticeable deterioration in the health and wellbeing of our customers.
- To respond to customer emergencies in a calm and caring way, whilst calling emergency services and your line manager/ Support Team, and provide support for the customer whilst awaiting services/assistance.

Meal delivery

- To undertake the safe and timely delivery of meals to customers in accordance with HILS' delivery procedures.
- To, on a daily basis, carefully read your delivery round sheet before leaving site to check for new clients and ensure that the sheet is in correct order to deliver. The Support Team (administrative team) will help organise the round on the software system.
- To cover other delivery rounds/deliver to lunch clubs as requested by your line manager.
- To collect cheque payments from customers as required and deliver these to the Support Team.
- To complete all HILS procedures and controls as detailed in your induction and HILS' procedure manuals, including meal temperature checks.

Customer records

- To carefully record on the delivery round sheet all relevant information in respect of the customer, including cancellations, changes in circumstances, or access details, meal preferences and dietary requirements, and ensure that this is reported to the Support Team.
- To ensure that the daily round sheet / software system is kept up dated with any changes in customer requirements or new information, with the help of the Support Team.
- To be responsible for the safe-keeping of all customer information, delivery round sheets, HILS mobile phone, customer fobs and keys (which must be replaced carefully in key safes), all HILS delivery box contents, and the daily return of any cheques/cash and menus or letters collected.

Driving safely and maintaining vehicles

- To ensure that the vehicle is in a safe and roadworthy condition before driving by undertaking and recording fleet checks.
- To complete the daily vehicle check list, including recording start and end journey mileage and recording of meal temperatures.
- To ensure that weekly vehicle checks are carried out for tyres, water & oil, as instructed by your line manager.
- To adhere to the Highway Code at all times, ensuring that vehicles are driven in a safe manner, with due care and respect for other road users.
- To report immediately to your Team Leader any incident that either you, or the vehicle that you have been driving, has been involved in. An incident report form must be completed as soon as it is safe to do so, which will be found in the glove box.
- To report any motoring/speeding offences affecting your driving licence and any other convictions received that may affect your position within the company, as soon as you are made aware of them.
- To undertake such cleaning duties as detailed on the cleaning schedules, including responsibility for cleanliness of the vehicle.

Team meetings and training

- To participate in staff meetings to review the service and assess any need for changes.
- To participate in team update sessions, such as team meetings.
- To attend all relevant training and refresher training as required.
- To ensure that you conduct yourself in accordance with your responsibilities under the Health and Safety at Work Act 1974.
- To ensure compliance with the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995, and any subsequent amendments and all other relevant Food Hygiene legislation and guidelines.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by your line manager and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Full UK driving licence
- Ability to understand and communicate clearly in written and spoken English
- Satisfactory enhanced DBS check
- The right to work in the UK

Desirable:

- Food hygiene certificate
- Clean driving licence
- Basic first aid
- Flexibility to work additional days to provide cover as required

Skills, Knowledge, and Experience:

Essential:

- Good office experience
- Good communication skills, both written and verbal
- Good I.T. skills
- Good telephone manner

Desirable:

- Experienced in working with the elderly
- Good IT skills with knowledge of Word and Excel, and ability to learn a new computer system

Personal Qualities:

Essential:

- Able to communicate with customers effectively
- Able to demonstrate empathy
- A team player
- Reliable
- Flexible and adaptable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines

Desirable:

- Knowledge of delivery area
- Ability to plan routes, read maps, and use a Sat Nav
- Basic understanding of vehicle maintenance

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES**HILS' Values and Behaviour Statement:**

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**.

Our clients have high expectations of our services, and as such, we expect everyone who works for Health & Independent Living Support (HILS) to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation (protected characteristics). The principle of non- discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers, and suppliers by members of our current workforce.

