



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

Customer Service Delivery Driver, Facilities Directorate



**Salary: Grade 4 plus meals (£18,766 - £21,581 p.a.)**

**Reference: FDCCS1242**

**Closing date: 23 June 2019**

## Customer Service Delivery Driver Facilities Directorate

**Can you go the extra mile for customers? Are you customer focused and dedicated to providing an excellent service? Do you have excellent time management and prioritisation skills?**

Providing customers with excellent service and quality fresh food is at the heart of what we strive to achieve in our Catering Services Team. As a Customer Service Delivery Driver, you will form part of a dedicated team providing a quality and customer focused service across our catering portfolio.

You will be responsible for the frequent delivery of goods both across the University campus and off campus (either by driving a University catering vehicle or by foot). You will also be required to arrange the delivered food and drink products on arrival and where necessary overseeing the servicing of events. You will hold a full current driving licence (manual vehicles) and have recent experience driving light goods vehicles, with the ability to drive in a safe and appropriate manner.

You will be required to work 35 hours each week, on a 5 days over 7 basis. This will include the requirement for you to work weekends and evenings as required, to meet the needs of the business. As part of this role, you may also be required to work in other parts of the catering portfolio as required.

### What does the role entail?

As a Customer Service Delivery Driver your main duties will include:

- Providing excellent customer service at all times, reporting any complaints to the Delivered Services Manager as required;
- Loading, driving and delivering food, beverage, stock and equipment in catering vehicles (including tail lift vehicles), ensuring food items are presented in a professional manner, delivery protocols are adhered to, and items are delivered and recorded on time;
- Checking all items collected and reporting any discrepancies when delivering goods to the Production Team and Delivered Services Manager;



- Supervising served catered event, setting up the event, liaising with the customer on the day and ensuring their requirements are met, serving the event, supervising catering assistants, and ensuring the event is cleared down afterwards;
- Assisting with the preparation of function trays, boxes and dry goods prior to delivery and stock rotation of all products within the department;
- Assisting with correct ordering and returns procedures within the stores department ensuring appropriate records are maintained;
- Conducting all cleaning necessary, including vehicle cleaning to ensure full adherence to the designated cleaning schedule;
- Ensuring food safety and service delivery documentation is issued with every food delivery and checking quality and temperatures in accordance with the Food Safety Policy;
- Setting up for events and buffets, moving furniture, serving buffets, collecting crockery and disposing of waste products in accordance with the Sustainability policy;
- Completing daily vehicle safety checks and ensuring vehicle security at all times, reporting any repairs or maintenance requirements to the Delivered Services Manager;
- Completing driver awareness and tail lift training as required;
- Adhering fully to the University Policies, including Food Safety, Fire Safety, Health and Safety, and Transport and Sustainability.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## What will you bring to the role?

As a Customer Service Delivery Driver you will have:

- A full current driving licence (manual vehicles) and experience of driving light goods vehicles, with the ability to drive in a safe and appropriate manner;
- Experience of supervising catered events and staff supervision;
- Excellent communication skills, with the ability to provide excellent customer service;
- Effective time management skills, with the ability to effectively prioritise tasks;



- The ability to work under pressure, to tight deadlines, whilst maintaining high attention to detail;
- A willingness to train and develop to meet all requirements of the job description including undergoing driver assessments;
- Demonstrable behaviours in line with [Commercial and Campus Support Services' and University values.](#)

You may also have:

- A Chartered Institute of Environmental Health (CIEH) Level 2 Certificate in Food Safety;
- Experience working in a large scale catering environment, with knowledge of food hygiene and Health and Safety practices.

## How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).

## Contact information

To explore the post further or for any queries you may have, please contact:

**Anthony Lowe, Conference and Events Manager (Operations)**

Tel: +44 (0)113 343 3016

Email: [A.A.Lowe@leeds.ac.uk](mailto:A.A.Lowe@leeds.ac.uk)

## Additional information

### Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

### Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).



# Criminal record information

## Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

