

Driver/General Assistant

Job Ref: REQ260511

School/Department summary:

The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Operational Services Grade 2

Job Purpose

To provide an efficient collection and delivery service across campus and to provide general assistance within the operation as necessary.

Job Duties

General Duties

- Drive the allocated delivery vehicle
- Drive a Luton Van and operate a tailgate
- Deliver and collect equipment for functions/events and work usage
- Deliver and collect food/crockery etc for delivered buffet service according to customer's requests and times
- Convey staff around the campus in connection with their duties
- Ensure that the van is maintained in a serviceable condition by submitting it for regular servicing and repairs, as required, and keep it clean
- Report any damage to the vehicle and any incidence of accident involving the vehicle
- To assist the team with tasks as and when required, including, for example, basic preparation and kitchen porter duties

Communication

- Complete relevant paperwork
- Liaise with office staff and customers as required

Health & Safety

- Adhere to food handling guidelines. Will be expected to attend a food hygiene one day training course
- Ensure Health & Safety procedures are adhered to following legislative guidance and University policies.

Security

- Maintain a high degree of security at all times, reporting any suspicious circumstances to Management.

Training

- Attend any relevant training courses, continue own personal development

Other

- Any other duties in line with level and scope of responsibility

Points To Note

Flexibility in start/finish times may be required depending on the needs of the business. Employment is on a 5 over 7 basis and will therefore include working at weekends as and when required.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility outlined in the document.

Organisational Responsibility

Reports to the: Head Chef / Duty Manager

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Able to drive delivery vans	1, 3
	Able to drive Luton Van and operate a tailgate	1, 3
Skills and abilities	Ability to carry out all duties and responsibilities of the post, as detailed in the job description	1, 3
	Confident and able to communicate with office staff and customers	1, 3
	Able to complete relevant paperwork	1, 3
	Ability to work as part of a team and to collaborate with others	3
	Able to reprioritise schedule to meet last minute demands/changes by customers/managers	3
Training	Follow correct Health & Safety procedures	3
	A willingness to undertake further training as appropriate and to adopt new procedures as and when required	3
Qualifications	Hold a full driving licence including Category C*	1, 3
Other	Must wear corporate uniform and be smartly presented	3
	Must be flexible in working hours, may have to work evenings/weekends (5 over 7)	3
	Post holder will be expected to lift and carry heavy items, sometimes up and down stairs	3
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

**To meet the requirements set by the University Insurers all employees who are required to drive as part of their job role must be aged 21 or over. Drivers of the age of 18 – 20 may be employed but will be required to undergo a driving training/competence programme*

Desirable Criteria:

Area	Criteria	Stage
Experience	Experience of delivering and collecting buffet service/food stuffs	1,3
Skills and abilities	Customer Service experience	1,3
Training	Manual Handling	1,3
	Food Hygiene Certificate	1,3
Qualifications	Customer Service qualification	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.