

## Job Description

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<b>Job Title:</b>	<b>Logistics Officer</b>
<b>Department:</b>	<b>Support Services</b>
<b>Reporting to:</b>	<b>Logistics Manager</b>
<b>Location:</b>	<b>Mobile Units</b>

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### Purpose of Role:

To act as the main point of contact between Tenovus Cancer Care and all that visit its vehicles and to exhibit the highest possible standards of presentation and service quality.

### Main Duties and Responsibilities:

- Drive the Tenovus Cancer Care vehicles to each location in a manner consistent with all relevant traffic regulations within the country you're travelling, whilst following, within reason, the quickest and most direct route.
- Ensure the vehicles arrive at their specified destination on time
- Set up mobile unit using the correct procedures, expanding trailer sides and preparing medical equipment.
- Record and complete all relevant safety checks in order to maintain the Health and Safety of all who use the unit
- Prepare the designated vehicle each day to meet the specified standards of cleanliness and serviceability.
- Ensure the highest standards of presentation are attained internally, externally

and personally.

- Communicate with the site contact, or representative, as soon as possible (but always prior to siting the vehicle).
- Take responsibility for maintaining the presentation of the vehicle and livery to the highest possible standard every day.
- Act as the first point of contact for visitors to the Mobile Unit during the hours that it is open
- Respond to requests and enquiries from visitors to the Mobile Unit, signposting to services.
- Cover front desk duties when required, including hospitality duties for all visitors.
- Ensure that all vehicles are well maintained.
- Ensure that vehicles are meeting the required standard to comply with DVSA
- Ensure the Line Manager is kept informed of progress and developments through regular briefings, reports, meetings and email.
- Undertake such other duties as Tenovus Cancer Care may require from time to time and which are compatible with your grade and experience.

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

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## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Hold a C+E Heavy Goods license	•	
Hold a driver CPC card for Heavy Goods	•	
Previous experience of running mobile units		•
Knowledge of road legislation in relation to Heavy Goods	•	
Experience of meeting clinical governance		•
Professional qualification or relevant experience		•
Experience of implementing safe lone working practices and risk assessments	•	
Experience of working in a customer service orientated role	•	
Experience of dealing with a variety of people face to face and over the phone	•	
Knowledge of using IT in the workplace with experience of accurately inputting data onto spreadsheets and a database	•	
<b>Skills:</b>		
Excellent written, verbal and presentation skills, with the ability to communicate with a wide range of people at all levels	•	
Ability to establish productive relationships with people at all levels	•	
Able to deliver exceptional customer service standards	•	
Computer literacy; MS software such as Outlook, Excel and able to accurately input data onto databases	•	
Able to show initiative and be self-motivated	•	
Excellent time management and organisational skills with the ability to prioritise work; handle conflicting demands and meet tight deadlines.	•	
Able to multitask and to support an effective service delivery	•	
<b>Other:</b>		
Flexibility to travel across mobile support unit service locations with a willingness to spend nights away from home as required	•	

