



ELUSEN AMBIWLANS AWYR CYMRU
WALES AIR AMBULANCE CHARITY



JOB DESCRIPTION

Job Title: Retail Support & Transport Operative

Purpose: To effectively support the smooth running of the collection and delivery service for our charity shops and working alongside the Retail Team.

Reports to: Warehouse and Transport Manager

Direct Reports: Volunteers

Main Responsibilities:

1. To efficiently collect and deliver donated stock as required, following WAA Policy and Procedures.
2. To ensure all customers and donors are treated in a polite and courteous manner at all times.
3. To efficiently move stock around shops as required and to assist shop staff by placing deliveries in earmarked areas.
4. To deliver and collect WAA merchandise as necessary.
5. To carry out stock generation bag drops and leaflet drops as and when required.
6. Complete daily vehicle checks. Reporting any vehicle problems to your line manager immediately.
7. To attend meetings and participate in weekly transport briefings.
8. To collect and deliver recycling as required.

9. To ensure vehicles are kept in a clean and tidy condition at all times.
10. Report all accidents/incidents immediately to your line manager.
11. To ensure route data is entered daily.
12. To efficiently carry out stock auditing duties.
13. To provide relief shop cover when necessary.
14. To support maintaining excellent standards in the warehouse.
15. To support the retail team in preparation for planned refit and refurbishment, for both new and existing sites.
16. To be an advocate of the Charity and the work it does.
17. Adhere to our health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
18. Carry out other duties identified by your line manager to achieve the overall objectives of the Charity.

Measures of performance:

Level of customer service delivered.

Vehicle and route efficiency.

Level of volunteer engagement.

Condition and upkeep of allocated vehicle.

Success of allocated shop.

Contribution to warehouse operation.

Team working ability.

Health and Safety practices, specifically manual handling and work at height.

Person specification:

Confident in a wide range of professional and social environments
Committed to and enthusiastic about Wales Air Ambulance aims
Prepared to work some weekend and evening hours

Competencies: Building and maintaining relationships
Communication
Planning and organising
Problem solving and decision making
Quality orientation
Specialist knowledge
Team focus
Sharing resources
Results driven
Innovation
Wider focus

Qualifications: Full clean Driving licence (desirable)
Driving licence (essential)
HGV licence (advantageous)
Basic IT skills for data entry required. Including use of Smart phones (desirable)
Driver CPC (advantageous)

Experience: Minimum of 2 years transport and distribution required.
Being able to work under pressure.
Sounds geographical knowledge of South Wales.
Good map/orientation skills. (essential)
Use of satellite navigation (desirable)
Warehousing and stock control experience (desirable)
Load restraint (desirable)



ELUSEN AMBIWLANS AWYR CYMRU
WALES AIR AMBULANCE CHARITY



SWYDD DDISGRIFIAD

Teitl y Swydd:

Gweithiwr Cymorth Manwerthu a Chludiant

Pwrpas:

Cefnogi'r Rheolwr Cludiant a Warws a'r Tim Manwerthu

Yn atebol i:

Rheolwr

Yn rheoli:

Gwirfoddolwr (Unigolion Sy'n Helpu Gyrwyr)

Prif Gyfrifoldebau:

1. Casglu a chludo stoc yn effeithiol fel y bydd angen, yn dilyn Polisiâu a Gweithdrefnau AAC.
2. Sicrhau bod yr holl gwsmeriaid a'r sawl sy'n cyfrannu eitemau yn cael eu trin mewn modd cwrtais a pharchus bob amser.
3. Symud stoc yn effeithlon i gwmpas siopau a helpu staff y siop drwy roi nwyddau mewn manau penodol.
4. Cludo a chasglu nwyddau AAC fel sydd angen.
5. Cludo a dosbarthu bagiau a thafleuni fel sydd angen.
6. Cwblhau gwiriadau dyddiol/wythnosol o'r cerbydau. Rhoi gwybod i'r rheolwr llinell am unrhyw broblemau yn syth.
7. Mynychu a chymryd rhan mewn cyfarfodydd briffio wythnosol am gludiant.
8. Casglu a chludo ailgylchu fel sydd angen.

9. Sicrhau bod cerbydau yn cael eu cadw mewn cyflwr glan a thaclus drwy'r amser.
10. Rhoi gwybod i'ch rheolwr llinell yn syth am unrhyw ddamweiniau.
11. Sicrhau bod data o ran teithiau yn cael ei mewngofnodi yn ddyddiol.
12. Cynnal archwiliadau o'r stoc yn ddyddiol.
13. Helpu yn y siop os bydd angen.
14. Cefnogi'r tîm manwerthu wrth iddynt ail-wneud ac ail-ddodrefnu safleoedd hen a newydd.
15. Bod yn eiriolydd ar ran yr Elusen a'r gwaith yr ydym yn ei wneud.

Mesur perfformiad:

Lefel o wasanaeth sy'n cael ei gynnig i'r cwsmer.

Effeithlonrwydd y cerbyd a theithiau.

Lefel yr ymgysylltiad gyda gwirfoddolwyr .

Cyflwr y cerbyd a'r ffordd y mae'n cael ei gynnal a chadw.

Llwyddiant y siop

Cyfraniad at waith y warws.

Gallu i weithio fel tîm.

Arferion lechyd a Diogelwch, yn enwedig codi a chario a gweithio ar uchder.

Manyleb y person:

Hyderus mewn ystod eang o sefyllfaoedd

Yn ymrwymedig ac yn frwdfrydig am amcanion Ambiwlans Awyr Cymru

Yn barod i weithio weithiau ar benwythnosau ac oriau anghymdeithasol

Cymwysterau : Adeiladu a chynnal perthnasau
Cyfathrebu
Cynllunio a threfnu
Datrys problemau a gwneud penderfyniadau
Dealltwriaeth safonol
Gwybodaeth arbenigol
Ffocws tîm
Rhannu adnoddau
Canolbwyntio ar ganlyniadau
Arloesedd
Ffocws ehangach

Cymwysterau: Trwydded yrru lân (dymunol)
Trwydded yrru lan (hanfodol)
Trwydded HGV (o fantais)
Sgiliau TG sylfaenol ar gyfer mewngofnodi data.

Profiad: Isafswm o 2 flynedd o brofiad o gludo a dosbarthu.
Y gallu i weithio o dan bwysau.
Ymwybyddiaeth dda o ddaearyddiaeth De Cymru.
Sgiliau da o ran darllen map.
Y gallu i lywio â lloeren (dymunol)
Profiad o reoli warws a rheoli stoc (dymunol)