



ZARACH JOB DESCRIPTION

REGIONAL SERVICE DELIVERY OFFICER (WEST YORKSHIRE)

MARCH 2024

KEY INFORMATION

Salary	Starting at £25,000 with progression to £29,000
Hours	37.5 hours per week
Reporting to	Regional Service Delivery Manager
Holidays	36 days per annum (including Bank Holidays)
Location	West Yorkshire warehouse (currently at central Leeds)

MAIN AIMS OF THE ROLE

- Be a mission-driven and values-led member of Zarach's team, living, championing, and advocating for Zarach's work and families supported, internally and externally.
- Be a member of Zarach's Service Delivery Team, engaging and contributing to the achievement of the overall organisational plan, as well as that of your particular areas of work.
- Lead and support teams of Service Delivery Volunteers, including briefing and debriefing, recognising and celebrating those who dedicate their voluntary time to Zarach, ensuring a positive and supportive environment.
- Work in line with all agreed Health & Safety policies and procedures to ensure a safe working environment and service delivery for yourself, other staff, volunteers, visitors to our premises and the children & families we support.

KEY DUTIES AND RESPONSIBILITIES

- Take responsibility for the accurate and careful receipt, storage, picking and recording of all beds and bundles stock into the regional warehouse.
- Manage and support regular and corporate one off volunteers in completing tasks correctly, whether that is safe bed deliveries or preparing bed bundles.
- Reviewing the Volunteer Rota to ensure we have sufficient staffing to meet our bed deliveries, with the support of the Volunteer Development Officer.
- Manage the overall bed delivery process, which includes:
 - completing checks on the van to ensure it is safe to drive
 - loading the van safely and maximising space

- ensuring efficient delivery routes are prepared
- all relevant paperwork is completed at each delivery
- reporting any Safeguarding concerns in line with our policies
- Assist the Regional Service Delivery Manager with any tasks around the warehouse.
- Fulfil a required range of personal and service-area-related administration tasks that ensures our records are up to date, accurate and stored appropriately.
- Assist with managing stocks, including periodic stock takes.

GENERAL

- To be a champion and ambassador of the mission and values of Zarach in all aspects of work and in all interactions with Zarach stakeholders.
- Attend a monthly (or other agreed frequency) 1-1 meeting and annual appraisal with the Regional Service Delivery Manager to support you in fulfilling your duties and responsibilities and in your ongoing professional development.
- Attend required meetings (internally and externally) that support the development of Zarach, its team, ways of working and relationships with stakeholders.
- Identify and attend training that will support you in the fulfilling your duties and responsibilities and professional development and in ensuring that Zarach meets legal and best practice standards.
- Follow all Zarach policies and procedures and terms of your contract.
- Undertake any other reasonable duties that supports the fulfilment of the main aims of this post and the ongoing development of Zarach.



ZARACH PERSON SPECIFICATION REGIONAL SERVICE DELIVERY OFFICER (WEST YORKSHIRE)

MARCH 2024

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Skills	<ul style="list-style-type: none">- Excellent communication, interpersonal and presentation skills- Proven ability to work effectively on own initiative and positively contribute within a team environment- Ability to build relationships and collaborate with others- Able to deal with escalated issues and demonstrate ownership	<ul style="list-style-type: none">- In depth understanding of supply to customer chain, preferably within the bed industry- A working knowledge of google sheets and google documents- Ability to analyse operational tasks and schedule resources	Application Form and interview
Experience	<ul style="list-style-type: none">- 2 years experience of driving a Long Wheel Base Van up to 3500Kgs- Clean Driving Licence preferable	<ul style="list-style-type: none">- Proven ability of managing customer relationships at all levels.- Experience of operating a computerised inventory system- Experience working with volunteers	Application Form and interview

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Personal attributes	<ul style="list-style-type: none"> - Open, Respectful, Collaborative, Aspirational - Adaptable - Good Time Manager - Empathetic - Self Motivated 	<ul style="list-style-type: none"> - Good Problem Solver - Able to delegate appropriately - Pays attention to detail - Able to cope with changing demands - Proactive 	Application Form and interview
<p>A basic DBS check will be requested as part of the final stages of recruitment. Please email finance@zarach.org if you would like to see our DBS policy.</p>			