

# Job Description

## Position Details

<b>Position:</b>	Relief Driver
<b>Directorate:</b>	Social Services
<b>Service:</b>	Provider Services
<b>Position no:</b>	BG18454
<b>Grade:</b>	Grade 3
<b>Hours of work:</b>	0
<b>Work style:</b>	Service Based
<b>DBS required:</b>	<b>Enhanced Disclosure with Adult Barred List</b>
<b>Contact:</b>	Lucia Preece/ Claire Davies/ Matthew Smith
<b>Date:</b>	7 <sup>th</sup> May 2026

**Politically Restricted?**    Yes\*    No

\* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

## About the Position

Responsible to:     **Community Meals Cook**

Responsible for:   Delivering the Community Meals service to customers and Day Service transport within Blaenau Gwent County Borough.

## Principal Accountabilities

1. Ensuring the vehicle in use is; clean, safe and has sufficient fuel.
2. Responsible for carrying out the required routine maintenance checks e.g. oil, water, tyres etc. as set out in the "Drivers Duties and Obligations for All Vehicles" handbook.
3. Ensuring Driving Licence is kept up to date and submitted to the Authorities Transport department where requested.
4. Responsible for the safe delivery of meals to customers including the collection of any payments and issuing of any relevant receipt.
5. To complete any relevant paperwork including:
  - issuing customers with receipt of any payments;
  - reconciling any payments collected against the number of meals issued and
  - ensuring that all payments collected are passed to the Cook Supervisor.
6. To provide the Cook with any amendments required to the existing orders for the following delivery period.
7. To report any customer concerns or changes to the Cook or the person in charge immediately.
8. To actively participate in meetings and the development of the service.
9. To pass on information to customers as instructed by the Cook/Supervisor

10. To undertake relevant training specific to the role.
11. To ensure confidentiality and compliance with all relevant codes of practice including data protection, access to information.
12. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
13. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice and promote diversity in the workplace.
14. Work flexibly across the service to ensure effective delivery of the agreed work programme and meet changing service requirements and to cover in the absence of colleagues and undertake any other duties as directed by the Head of Social Services.
15. To safely drive a minibus to transport individuals accessing the day centre from their homes to the service and return them home following attendance.
16. To ensure the safety, comfort and wellbeing of passengers at all times, including appropriate assistance with boarding and exiting the vehicle in line with individual needs and manual handling guidance.
17. To carry out passenger transport duties in accordance with agreed routes, timetables and service requirements, ensuring punctual collection and return of individuals.
18. To ensure that all safeguarding, equality, dignity and confidentiality requirements are upheld while transporting individuals accessing the day centre.
19. To complete relevant transport records and report any incidents, concerns, changes in individuals' needs or delays to the appropriate manager immediately.

### **General Accountabilities**

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

# Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
<b>Qualifications</b>		
Food Safety Level 2 qualification /or willing complete as part of the induction process	E	A
<b>Experience</b>		
Previous experience of cash handling	D	A,I
Relevant customer service experience	E	
<b>Knowledge / Skills</b>		
Knowledge of Blaenau Gwent area	D	A,I
Knowledge/understanding of Confidentiality	E	I
<b>Personal Attributes</b>		
Commitment to equal opportunities and anti-discriminatory practices.	E	P
Commitment to the understanding of, privacy and the rights of people with disabilities.	D	P
<b>Special Working Conditions / Requirements</b>		
Full driving licence is essential (the appointment will be subject to the satisfactory completion of an in-house driving assessment).	E	A
Able to drive a minibus	E	I,P

<b>Minimum Welsh Language Skill Requirements</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

### **Personal Competencies**

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

<b>Competencies – Delivering the Service</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	A, PP
Involves line manager / colleagues in setting and meeting targets	A, PP
Reorganises work when necessary	A, PP
Sees tasks through to completion whenever possible	A, PP
Seeks help if workload becomes unmanageable	A, PP
Uses initiative to report issues that arise that impact on others	A, PP

<b>Competencies – Improvement and Change</b>	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I, PP
Understands that changes are needed if things are to be improved	I, PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	I, PP
Learns from mistakes & welcomes constructive feedback	I, PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I, PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	I, PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I, PP
Recognises potential value of others' opinions and actively seeks their contributions	I, PP
Asks for help when necessary	I, PP
Actively seeks to help others	I, PP
Is aware of the impact of own behaviour on others	I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I, PP
Makes sure that people are regularly informed	I, PP
Uses appropriate language, gestures and tone when talking with others	I, PP
Checks others have understood & seeks advice when necessary	I, PP
Actively seeks to improve all forms of communication with others	I, PP
Communicates professionally by using formal channels appropriate to the situation	I, PP

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