



**SELECTION CRITERIA**

**POST:** Van Driver/Delivery Person  
**GRADE:**  
**DEPARTMENT:** LOROS Enterprises

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>How &amp; When</b>
<b>Education / Qualification</b>	Good standard of education Full, clean UK driving licence		Application Certificates
<b>Skills / Abilities</b>	<p>Strong customer service skills with the ability to represent LOROS professionally in customers' homes and shops.</p> <p>Confident communicator with the ability to build positive working relationships with internal stakeholders including Shop Managers, Warehouse Team, office team, and volunteers.</p> <p>Ability to communicate clearly and effectively regarding collection schedules, delivery updates, stock movement, and operational issues.</p> <p>Ability to move and handle heavy items.</p> <p>Ability to maintain accurate paperwork and use different digital systems</p> <p>Ability to drive long wheel Based vans confidently and safely.</p> <p>Willingness to undertake additional training as required (e.g. manual handling, PAT testing, health &amp; safety).</p>	<p>Manual Handling training</p> <p>Advanced driving qualification (e.g. IAM / RoSPA).</p> <p>Experience driving commercial vehicles in a retail or logistics environment</p>	<p>Assessment Centre</p> <p>References</p>

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<p><b>Experience</b></p>	<p>Proven driving experience, ideally within a delivery, logistics, retail or customer-facing environment.</p> <p>Experience handling furniture or large, bulky, Heavy items safely.</p> <p>Experience working as part of a team in a busy operational setting.</p> <p>Experience following procedures and maintaining accurate paperwork or digital records.</p>	<p>Experience within charity retail or a warehouse environment.</p> <p>Experience supervising or supporting volunteers.</p> <p>Experience supporting stock control processes or working with retail systems.</p>	<p>Assessment Centre</p> <p>References</p>
<p><b>Knowledge</b></p>	<p>Knowledge of general health and safety relevant to this post.</p> <p>Commercial awareness with an understanding of the importance of smooth stock flow across the retail estate — ensuring the right stock is in the right place at the right time to maximise sales and contribution.</p> <p>Basic computer literacy, including checking and responding to emails, accessing internal systems, and completing mandatory online training.</p> <p>Ability to plan efficient routes and manage time effectively to support productivity and cost control.</p> <p>Strong organisational skills and attention to detail to ensure accurate collections, deliveries, and stock movement.</p> <p>Understanding of the importance of stock control processes and supporting Gift Aid compliance within charity retail operations.</p>	<p>Knowledge of Leicestershire and Rutland</p> <p>Knowledge of Gift Aid processes within charity retail.</p> <p>Awareness of health and safety legislation in warehouse and delivery settings.</p> <p>Experience communicating across multiple sites within a retail or logistics environment.</p>	<p>Assessment Centre</p>

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<b>Motivation and personal attributes</b>	<p>Able to contribute towards LOROS' values and behaviours. Ability to work on own initiative as well as part of a team. Good customer service. Personable. Professional and sympathetic attitude. Motivated. Flexible. Able to work Saturdays and Sundays. Willing to undergo an observed driving assessment. Underwriters approval to be included on LOROS' motor insurance policy.</p>		<p>Assessment Centre</p> <p>References</p> <p>Driving Assessment</p>