



Job Description

Social Enterprise Kent is an award-winning community organisation, passionate about improving lives and supporting the communities of Kent & Medway. We believe strongly in the power of social enterprise and in working together across all sectors to create meaningful change.

Job title: SEK Community Food Delivery Driver

Main purpose of job:

This role is ideal for someone who enjoys being on the road, takes pride in providing excellent customer service and wants to make a genuine difference within their local community.

As Delivery Driver for the SEK Community Food Shops, you will collect food orders and donations from suppliers across Kent and, on occasion, the wider South East. You will ensure deliveries are transported safely, efficiently and in accordance with food safety requirements while maintaining excellent relationships with suppliers, volunteers and colleagues.

This is a physically active role involving regular lifting, loading and unloading of deliveries. When there are no scheduled collections or deliveries, you will support the day-to-day operation of our Community Food Shops, assisting the team wherever required.

You will be an ambassador for Social Enterprise Kent, demonstrating professionalism, reliability and excellent customer service at every stage of the delivery process.

Department: Social Value.

Location: Various Community Food Shop locations across Kent & Medway

Position reports to: *Head of Food Projects*

Position is responsible for: SEK Community Food Shop staff and volunteers

Length of contract: Permanent

Salary: £26,227

Hours of Work: 37.5 hours per week.

Occasional Saturday work may be required with a day off through the week.

Additional information:

The SEK Community Food Shop's support people to access affordable food. We're looking for someone who genuinely enjoys supporting others and wants to be part of work that has a real impact. You'll be working alongside amazing staff and volunteers and helping create a friendly, welcoming environment.

Main duties

- Collect food orders and donations from suppliers across Kent and, when required, the wider South East.
- Safely load, transport and unload deliveries, ensuring products are handled with care and in accordance with food safety requirements.
- Assist Community Food Shop teams with unloading deliveries and storing stock appropriately.
- Carry out daily vehicle safety checks and ensure the company van is clean, roadworthy and well maintained.
- Promptly report any vehicle defects, accidents or incidents.
- Plan efficient delivery routes to ensure timely collections and deliveries.
- Communicate effectively with suppliers and Community Food Shop colleagues regarding collection times, delivery schedules and any delays.
- Maintain accurate delivery records and complete any required paperwork.
- Support Community Food Shop operations during quieter delivery periods, including replenishing stock, maintaining a clean and welcoming environment and assisting customers where appropriate.
- Follow all Health & Safety, manual handling, food safety and driving regulations.
- Represent Social Enterprise Kent professionally and positively at all times.
- Undertake any other reasonable duties appropriate to the role.

Experience/Skills

Essential

- Full UK driving licence.
- A safe and responsible approach to driving.
- Ability to undertake manual handling and regularly lift and move stock.

Desirable

- Previous delivery driving experience.
- Experience in a customer-facing role.
- Experience working within retail, logistics, warehousing or the voluntary/community sector.

Personal Attributes

Skills & Abilities

- Excellent communication and interpersonal skills.
- Good organisational and time management skills.
- Ability to work independently and use initiative.
- Flexible and adaptable with changing priorities.
- Able to plan efficient delivery routes.
- Comfortable using satellite navigation and route planning systems.
- Able to complete basic paperwork accurately.
- Ability to work effectively as part of a team.

Knowledge

- Understanding of road safety legislation and the Highway Code.
- Awareness of manual handling techniques.
- Understanding of Health & Safety responsibilities in the workplace.
- Basic knowledge of food hygiene and the safe transportation of food (training will be provided where necessary).

Personal Qualities

- Friendly, approachable and professional.
- Reliable and punctual.
- Positive and proactive attitude.
- Community-minded with a desire to help others.
- Honest and trustworthy.
- Flexible and willing to support different Community Food Shop locations when required.
- Calm under pressure and able to solve problems effectively.
- Takes pride in maintaining high standards of customer service.

Additional Information

This role involves frequent manual handling, including lifting and moving food deliveries. The successful candidate must be physically capable of undertaking these duties safely.

The role requires travel throughout Kent and occasionally the wider South East. Some flexibility in working hours may occasionally be required to meet operational needs.

Social Enterprise Kent is committed to safeguarding and promoting the welfare of the communities we serve and is an equal opportunities employer. We welcome applications from people of all backgrounds and are committed to creating an inclusive workplace.