



Real Ideas  
Organisation

## JOB DESCRIPTION

<b>JOB TITLE</b>	Wholesale Delivery Driver
<b>LOCATION</b>	Plymouth and the South West
<b>HOURS</b>	15 hours per week (Tues – Sat)
<b>SALARY</b>	£7.83 per hour
<b>RESPONSIBLE TO</b>	Food & Beverage Manager

At RIO (Real Ideas Organisation) we are passionate about solving social problems and work with individuals, organisations and sectors to harness the power of social enterprise to deliver real and lasting social change.

We have a proud track record of setting up and running creative, innovative and award winning social enterprises. From breathing new life into historic buildings, to developing qualifications and even baking artisan bread, our portfolio of successful social enterprises businesses is where we put our theory of change into practice and hone our creative ethical business thinking.

### Column Bakehouse

Developed by [RIO](#) in the Old Mortuary space in Devonport Guildhall, Column Bakehouse has quickly established itself as a destination for lovers of artisan bread and high quality baked goods.

Specialising in sourdough and artisan breads, we believe that great quality wholesome bread is something to be enjoyed every day, by everyone. Produced using fresh, locally-sourced ingredients wherever possible, our award-winning breads are baked in-house, with absolutely no nasties.

For more information visit: [www.columnbakehouse.org](http://www.columnbakehouse.org)

### Ocean Studios

Located in Royal William Yard, Ocean Studios is a vibrant community of makers. It provides affordable studios to over 100 makers and creatives and seeks to engage local people with the arts. In addition to individual studios, shared spaces and well-equipped workshops there are two education spaces for learning of all ages, as well as exhibition and retail space for makers to show and sell their work, and a Column Bakehouse café and stores on site.

Operated by RIO – the Real Ideas Organisation – Ocean Studios is a social enterprise contributing to the growth and development of the creative industries in Plymouth.

For more information visit: [www.oceanstudios.org.uk](http://www.oceanstudios.org.uk)

### **Job Purpose**

To deliver our Column Bakehouse products to a range of wholesale customers on our delivery route across Plymouth and the South West, with the aim of providing exceptional customer service and increasing our local brand image.

### **Key Responsibilities**

- To deliver fresh bread and produce to our wholesale customers
- To provide outstanding customer service to all suppliers and customers
- To be an active, outgoing and supportive team member, contributing in a constructive manner and treating all team members and customers with fairness and courtesy
- Ensure that produce delivered to customers is of a consistently high standard and is well presented
- To develop knowledge of products and share that knowledge with customers and other team members in a confident manner
- To maintain a clean and tidy vehicle at all times
- To fully comply with all Health and Safety and Food Hygiene regulations at all times, including the Health and Safety at Work Act 1974
- Maintain standards of performance that meet our legal obligations
- Operate vehicles in a safe, efficient and effective manner and minimise risks to employees and others affected by our operations
- Comply with the legislation with regard to the wearing of seatbelts whilst driving and make every effort to enforce the wearing of seatbelts for adult passengers in their vehicles
- Ensure that prior to any journey on RIO business that the vehicle being used is fit for its purpose and roadworthy
- Report any accidents or incidents in the appropriate manner whilst driving on RIO business
- Inform the Food & Beverage Manager of any vehicle faults
- Notify the Food & Beverage Manager immediately of any legal proceedings (including any motoring offence). If staff are charged with a criminal offence, they must notify the Head of Resourcing immediately
- Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider for the local community and beyond
- Represent the organisation in a positive manner

### **General responsibilities:**

- To represent RIO and to understand and talk coherently about RIO service provision in order to influence change
- To adhere to and uphold RIO's social purpose, strategic aims and policies
- To contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider
- To act with integrity and maintain the highest professional standards at all times

- To meet individual targets and to ensure those you performance manage, meet their targets
- To maintain the level of qualifications/personal and professional development and competence required to carry out this role and notify the company immediately of any circumstance that affects this
- To effectively use all RIO reporting and other systems
- A flexible approach is required for the role, as additional, reasonable duties commensurate with the role and as agreed in advance with the Head of Enterprises/Commercial Director/Chief Executive may occur from time to time

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.



**PERSON SPECIFICATION**

Please use your application to tell us how you meet them

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Numeracy and Literacy level 2 (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Food Hygiene or Food Handling qualification</li> <li>• Emergency First Aid and/or Health and Safety qualification</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• A working knowledge of Health and Safety</li> <li>• High standards of personal and food hygiene</li> <li>• Customer service experience</li> <li>• Working with the public in a business to business environment</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of social enterprise</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills with a friendly disposition</li> <li>• Work flexibly with a positive can-do attitude</li> <li>• Efficient and reliable</li> <li>• Enjoys working with others as a team</li> <li>• A strong empathy with the values of RIO</li> <li>• Accurate and quick worker with strong attention to detail</li> <li>• Willingness to learn and try new ideas</li> <li>• Determination and grit</li> <li>• Ability to remain calm under pressure</li> <li>• Medically fit to drive</li> </ul>	<ul style="list-style-type: none"> <li>• Keen interest in local history</li> <li>• Creative and innovative problem solver</li> <li>• Willingness and ability to embrace change</li> <li>• Heart for hospitality with a love of food</li> </ul>



Equal Opportunities	<ul style="list-style-type: none"><li>• Commitment to working in a diverse team, across cultural and language differences</li><li>• Ability to work in a non-judgemental way treating people with dignity and respect</li></ul>	
Other	<ul style="list-style-type: none"><li>• Valid driving licence</li></ul>	