



PERSON SPECIFICATION

Job Title: Warehouse Operative/ Relief Driver Service: Building Maintenance and Cleaning		Post No: Section: Community Equipment Store	Hoople Band: Location: Hereford
All candidates will be considered on their ability to meet the requirements of the person specification	Essential /Desirable criteria		Method of Assessment*
Experience	• Experience driving a commercial vehicle/large van. • Experience of working in a customer-facing service role. • Practical experience in basic maintenance, repair, and fault-finding of equipment. • Experience in the handling and decontamination of equipment • Experience Previous experience in a warehouse or logistics environment • Experience with cleaning, particularly in a professional or medical setting • Experience of multi-drop delivery and route planning.		AF/I
Skills and Abilities <i>Including personal attributes</i>	• Excellent communication and interpersonal skills, with the ability to explain technical information clearly to non-technical people. • Ability to work independently and manage own workload effectively with minimal supervision. • Basic IT skills (e.g., using a handheld scanner/device, email, and inputting data). • Strong problem-solving skills for on-site repairs and installations. • Full, clean UK Driving License (ability to drive a van up to 3.5t). • Basic literacy and numeracy (GCSE/Level 2 equivalent) • Interpersonal skills: The ability to communicate effectively and compassionately is crucial, as is patience and customer care. • The role requires an understanding and supportive attitude towards individuals with health issues and disabilities. • Experience (advantageous): While not always required, experience in a similar field or with healthcare equipment can be beneficial.		AF/I
Personal Attributes	• Ability to undertake frequent manual handling of heavy and bulky equipment safely (with training and aids). • Flexible and adaptable approach to work, including willingness to participate in an out-of-hours on-call Rota if required. • Punctual, reliable, and professional appearance.		AF/I

OFFICIAL

	• Commitment to promoting equality, diversity, and inclusion. • Problem-solving: Warehouse operative/ Relief Driver needs to be able to assess a client's home to ensure safe installation and may need to troubleshoot issues with equipment.	
Work Environment	• Warehouse Operative/ Relief Driver work full-time hours, such as 37.5 hours per week, usually Monday to Friday. • Due to the nature of the service we provide, you are required to participate in our on-call service and be flexible to the needs of the service.	AF/I
Qualifications and Training	• Full product and other relevant training are provided by the company.	AF/I
Other Factors	• A chance to work as part of a great team doing a rewarding job • Career progression opportunities & training • Pension scheme • 26 days annual leave per year (excluding bank holidays) which increases to 31 days per year after 5yrs service • Access to Hoople's flexible benefits scheme which provides a range of benefits and discounts across retailers, the option to buy or sell annual leave, cycle to work scheme and healthcare plans.	AF/I

Manager Signature:		Date:	
Manager Name:		Job Title:	

Job Description last reviewed: October 2025