



Wigan & Leigh Hospice

Job Description

Job Title: Van Driver

Date: September 2020

Responsible to: Retail Manager

Base: Hospice, Hindley

Job Purpose:

- Provide a prompt and reliable collection and delivery service to support the Retail department
- Collection and distribution of donated goods to ensure all Hospice shops remain well stocked to maximise income and minimise waste
- Ensure that waste and recycling is removed from all shops as directed and in line with current guidelines

| Objectives | Typical Tasks |
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| <p>Collections, Deliveries & Stock Distribution</p> | <ul style="list-style-type: none"> • Collection of donated furniture from supporters and delivery of sold furniture to customers in accordance with the van diary; • Ensure donated furniture is distributed effectively to the most appropriate shop; • Work with and provide assistance to shop volunteers to ensure furniture is displayed appropriately; • Support the shop volunteers with stock rotation to maximise sales; • Attend house clearances as and when required; • Ensure non-recyclable waste is disposed of when required and in accordance with permit regulations; • Deliver equipment and stationery from Hospice to shops; • Show willingness to work flexible hours to ensure all deliveries and collections are completed each day. |
| <p>Customer Service & Communication</p> | <ul style="list-style-type: none"> • Respect customers and their property when carrying out delivery or collection duties; • Promote excellent customer service at all times, for example, thanking customers for their donations and support; • Communicate in a tactful and diplomatic manner that shows respect to all staff, volunteers and customers; • Help ensure all donors are given the opportunity to Gift Aid their donations where applicable. |
| <p>Health & Safety & Training</p> | <ul style="list-style-type: none"> • Load and unload vehicles ensuring safe lifting practices are observed at all times; • Ensure all loads are stable and secure and handling is compliant with manual handling operations; |

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| | <ul style="list-style-type: none"> • Operate tail lift using care and with attention to health and safety guidelines; • Report any accidents, incidents or near-misses and complete relevant paperwork; • Maintain a clean and tidy vehicle; • Be aware of personal responsibilities as defined by the Health and Safety at Work Act and ensure adherence across all areas of work; • Keep up-to-date on Hospice policies surrounding donated goods, such as guidelines on Fire Labels. |
| Working with Volunteers | <ul style="list-style-type: none"> • Provide support and guidance to volunteers working on the vans; • Motivate all van volunteers and ensure they are kept up to date on relevant Hospice policies and procedures and informed of any changes; • Help identify when additional volunteer support is needed to cover annual leave on the van rota; • Help maintain a safe and pleasant working environment for van volunteers. |
| General Duties | <ul style="list-style-type: none"> • Attend retail team meetings as and when required; • Show willingness to adapt to new ways of working in order to increase productivity and streamline the service; • Embrace the volunteer culture of the Hospice. |
| Continuous Self-Development | <ul style="list-style-type: none"> • Take responsibility for own professional development, identifying training and development needs to line manager; • Complete annual electronic mandatory training; • Attend any relevant specialist training and development activities when required. |
| Hospice Philosophy | <ul style="list-style-type: none"> • Promote the core values of the Hospice i.e. compassion, accessibility, respect, excellence – CARE; • Act in a non-discriminatory manner; • Maintain confidentiality at all times; • Act as a positive role model to other staff and the wider community; • Act with professionalism, dignity and empathy when dealing with members of the public; • Undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out. |

| Person Specification | |
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| Essential | Desirable |
| <p>Qualifications</p> <ul style="list-style-type: none"> • Full UK driving licence. | <ul style="list-style-type: none"> • Educated to GCSE level 5 or equivalent in Maths and English. • Pass Plus or advanced driving course |
| <p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to follow clearly defined work schedules; • Ability to prioritise tasks; • Excellent interpersonal skills and ability to work well with people of all ages and backgrounds; • Good level of physical fitness and able to lift and move heavy/ awkward objects; • Good verbal communication skills; • Ability to work using own initiative; • Good organisational skills; • Willingness to work outside of normal hours on occasions, e.g. Hospice fundraising events; • Awareness of and empathy for the Hospice's work and service provision. | <ul style="list-style-type: none"> • An understanding of retail principles; • Knowledge of local geographical area; • Good numeracy and literacy skills; • Map reading skills. |
| <p>Experience</p> <ul style="list-style-type: none"> • Experience of working to a daily schedule or deadline; • Knowledge of Health and Safety requirements surrounding moving & handling; • Experience of working as part of a team. | <ul style="list-style-type: none"> • Experience of working on a van; • Previous furniture removal or delivery experience; • Experience of working with the public and/or in a customer service role; • Experience of working with volunteers or volunteering yourself; • Experience with second hand furniture. |
| <p>Personal</p> <ul style="list-style-type: none"> • Clean and tidy personal appearance; • Consistent attendance record; • Willingness to contribute and help others; • Ability to adapt to changing needs of the service; • Excellent time keeping skills; • Honest, reliable, punctual and trustworthy; • Approachable manner and positive attitude; • An ability to demonstrate the core values of the Hospice. | |

