

## RETAIL VAN DRIVER - JOB DESCRIPTION

To collect donations (particularly furniture), transfer stock throughout the retail chain and deliver purchased furniture to customers.

### What you'll do:

#### **Collections & Deliveries**

- Collect donations in a manner to act as ambassadors for St Barnabas Hospices, in particular furniture, these often from bereaved donors
- Move stock and mail within retail premises
- Working with shop personnel, determine the most appropriate and safe position of item for sale
- Ensure security of St Barnabas Hospices' property and donations
- Sort and collate donated stock at the Worthing Distribution Centre as and when required
- Deliver purchased furniture to customers. Maintain accurate documentation of deliveries and collections
- Determine most effective pickup / drop off route at the beginning of the shift.
- PAT test small electrical appliances as and when required

#### **Legislative Compliance, Trading Standards and Health & Safety**

- Work within the requirements of St Barnabas Hospices' Health and Safety Guidelines
- Identify working environments or practice that involve risk or are unsafe and adhere to recommended actions as a result of completed risk assessments
- Carry out risk assessment on collection of stock from donors and delivered items going into customer's homes.
- Ensure donations are saleable, safe and meet Trading Standards.
- Ensure vans are in a safe and roadworthy condition.
- Drive in a safe manner not bringing the reputation of St Barnabas Hospices into disrepute.
- Clear rubbish from shops and warehouse.

#### **Maintenance**

- Carry out minor maintenance tasks within the warehouse and shops in accordance with Health and Safety guidelines and COSHH risk assessments.

### What you'll bring:

#### **Person Specification**

##### **Qualifications and/or Experience**

- Good standard of education to GCSE level or equivalent or qualified by experience
- Experience of working in a client/customer contact driving delivery/collection role
- Full driving licence (maximum 3 points)

##### **Desirable**

- Knowledge of Trading Standards and Manual Handling
- Furniture removal experience
- Experience of working with volunteers or as a volunteer

- Luton van driving experience
- PAT testing

### Skills

- Able to communicate confidently with a wide range of people and with sensitivity
- Good interpersonal skills with the ability to interact and collaborate effectively with colleagues
- Good communication skills with the ability to receive and give written and verbal instructions clearly
- A team player who responds positively to change
- Able to assess situations and respond appropriately
- Able to manage tasks simultaneously, maintaining attention to detail
- Customer service orientated
- Personal grief resolved sufficiently to perform and cope in a environment that has potential exposure to bereavement concerns

### Knowledge

- Good geographical knowledge of the local area and surrounding localities

### Physical Demands

- This role involves the safe manual handling of heavy and awkward furniture / household items
- Workload is continuous and involves bending, stretching, lifting and moving and is physically demanding
- Regular driving, incorporating dexterity, coordination and sensory skills

### Uniform requirements

- A uniform is provided. Protective shoes must be worn and, when necessary, protective gloves, goggles and back support.

**Personal grief must be resolved sufficiently to perform and cope in the palliative care setting.**

### The details:

The role reports to: **Warehouse Manager**

The contract is: **Permanent**

The hours are: **37.5 hrs per week**

You'll be based at our offices in **Retail Distribution Centre**

## OTHER DUTIES

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

## ASSISTANCE

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

## CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

## DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

## HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

## SAFEGUARDING

All staff and volunteers are required to be aware of and adhere to St Barnabas Hospices' safeguarding policies and attend the appropriate training as and when necessary.

## JOB DESCRIPTION

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.