



Job Description

Job Title	Van Driver		
Responsible to	Head of Retail		
Responsible for	NA		
Salary	£24,570	Pro Rata:	£19,656
Hours	30hrs per week (including weekends)		
Location	Blackburn, Darwen, Hyndburn & Ribble Valley		

Role Outline

Working closely with our shop managers, the van driver will be responsible for collecting and delivering donated furniture and other household items. To comply with our vehicle insurance policy, this role is for individuals aged 25 years and over. This role requires driving, manual handling, and customer service skills. When not on the road, you will assist with general shop duties, including customer service and stock management. This role is essential in ensuring donations are transported efficiently to our stores and plays a key part in maintaining the smooth operation of our charity shops.

Key Responsibilities

- To collect donated furniture and household items from donors in a safe and professional manner.
- Deliver sold or donated furniture to customers as required.
- Communicate with the shop managers to ensure all collections and deliveries are scheduled efficiently to maximize van capacity.
- To collect and deliver stock rotation between shops according to a planned schedule.
- Carry out manual handling and heavy lifting of furniture and goods safely.
- Maintain the cleanliness and basic maintenance of the van.

- Comply with health and safety regulations, including safe loading and securing of items.
- Assist with general shop duties when required, including helping customers, arranging stock, and maintaining a tidy shop floor.
- Provide excellent customer service and represent the charity in a professional and friendly manner.
- Support volunteers and other team members as needed.

Sales and Profit

- Monitor and actively work with shop managers towards achieving targets in income and expenditure.
- Work with the rest of the retail team to maximise income in new and innovative ways through a variety of channels.
- Encourage gift aid donations and ensure income from Gift Aid on donated products is maximised.
- Maximise income from donated items including recycling unsellable items.

Managing Volunteers

- Following the hospice policies and procedures, and working with the shop managers, assist in the recruitment, inductions and retainment of volunteers who can assist with the collections and deliveries of furniture.
- Ensure volunteers complete and update mandatory training. Provide ongoing support to the team.
- Manage change and conduct in a positive manner.
- Ensure excellent communication with customers, donors, colleagues and volunteers.
- Ensure the hospice brand and values are always reflected.
- Ensure regular feedback is given to the team by attending regular meetings.

Professional Responsibilities

- Maintain appropriate and respectful professional relationships with colleagues and other staff.
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance.
- Ensure that personal actions and conduct apply with hospice policies and procedures.
- Ensure effective use of hospice resources.
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death.

Personal Development

- Attend and contribute to Retail and Hospice meetings when required.

- Complete mandatory training appropriate to the role.
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills.
- Participate in the education and training of others as appropriate to the role.

Managing Services

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures.
- Ensure effective use of all resources within allocated budget.
- Be prepared to cover any retail outlet as required within the East Lancashire Hospice Shops Retail Service.

Statutory Duties

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance.
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures.
- Comply with the East Lancashire Hospice 'no smoking' policy in all hospice premises and grounds.
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable).
- Ensure that infection control measures are followed in relation to your role.
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance.
- Work at all times to respect people's individuality, rights and diversity to ensure equality.

Working Hours

The post holder will work 30 hours per week. These will be worked according to a rota of any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED: DATE:

Person Specification

	Criteria	Essential	Desirable	Tested By
Experience	Previous experience in a delivery or van driving role.	✓		Application/Interview
	Working in a retail environment		✓	Application/Interview
	Working in a charity retail environment		✓	Interview
	Working with volunteers		✓	Interview
	Prioritising own workload and working with minimum supervision	✓		Application/Interview
	Working to timescales and deadlines	✓		Application/Interview
Qualifications	A good general level of education		✓	Application
Knowledge	Knowledge of East Lancashire Hospice and the services it provides	✓		Interview
	Knowledge of basic vehicle maintenance	✓		Application/Interview
	An understanding of health and safety procedures related to manual handling.	✓		Application/Interview
	Knowledge of the local area	✓		Application/Interview
	Awareness of collectables and antiques		✓	Interview
Skills	Excellent communication skills (written and oral)	✓		Interview
	IT literate	✓		Application

	Excellent organisational skills	✓		Interview
	Open and adaptable to change	✓		Interview
	Excellent Customer Service Skills	✓		Application/Interview
	Ability to organise and plan own workload	✓		Interview
Personal	Aged 25 years or over	✓		Application
	Demonstrate an openness and willingness to learn	✓		Interview
	Have a friendly and approachable manner	✓		Interview
	Flexible and willing to undertake various tasks, including shop duties.	✓		Interview
	High level of motivation	✓		Interview
	Full, clean UK driving license	✓		Application
	Consistent and reliable attendance	✓		Interview
	Good physical fitness to handle lifting and moving furniture	✓		Application/Interview