

Job Description

Job Title	Grade/Salary
Temporary Collection and Delivery Driver	£25,000
Accountable to	Responsible for
Head of Retail	Volunteers

Job Purpose and Role

This role is responsible for the efficient collection of donated goods, including items of furniture and the distribution of goods and furniture between the Teesside Hospice Group (Butterwick & Teesside) shops covering the Tees Valley & County Durham. Your role will involve planning the collection and delivery of furniture as well as the supervision and coordination of volunteers. As a representative of Teesside Hospice, you will need to provide excellent customer service at all times. The van driver role works closely with our retail shop teams to help secure the budget sales income contribution for the department.

Main Duties and key result areas

General duties	<ul style="list-style-type: none"> • In liaison with the Shop Managers, to ensure prompt and courteous collection and delivery of donated goods and the delivery of stock to all Retail Shops, by the agreement of a work-plan on a regular basis. • Assist in the provision of an efficient and effective collection and distribution service between the branches of Teesside Hospice Group Charity Shops, Offices and warehouse. • To ensure collections and deliveries to the Retail Shops are completed promptly. • To assist the Shop Manager to control a smart and efficient backroom area and to test donated electrical items for safety. • To support with delivery of items, collection tins etc to both businesses and individuals as well as support to collect cash returning it to the hospice, working collaboratively with the fundraising team • To take responsibility for the day to day running of Hospice Retail vehicles ensuring vehicles problems, regular maintenance, and renewal of M.O.T certificates and insurance discs are brought to the attention of the Head of Retail. Any accidental damage, traffic offences or points added to the postholder's Driving Licence must be advised immediately to the Head of Retail. • A courteous and appropriate manner adhering to all road and site traffic regulations, awareness that bad driving practices will have a negative impact on the reputation of Teesside Hospice Group and will not be tolerated.
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- To be an ambassador for Teesside Hospice Group by promoting and encouraging support for the work of Teesside & Butterwick Hospice. Maintaining courteous relationships with donors and customers and to answer the telephone in a competent manner and have a sympathetic attitude towards bereaved families.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.



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The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed **Date**

Print name



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Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Customer service skills	E
	Ability to work as part of a team	E
Knowledge & Experience	Safe removal of furniture	E
	Experience of driving a 3.5tonne van on a regular basis	E
	Experience of moving heavy furniture on a daily basis	D
	Knowledge of the local area and route planning	D
	Cash handling & paperwork completion	D
	Awareness of Moving & Handling Processes	E
	Knowledge of Health & Safety	E
Education & Qualifications	Good standard of education	E
	Full UK manual driving licence covering up to 3.5 tonnes (Cat B) with no more than 6 points.	E
	Qualification in PAT testing	D
Personal Attributes/ Key skills	Ability to remain calm and professional during difficult situations	E
	Ability to work with minimal supervision, taking responsibility for your own work	E
	Able to lift and carry heavy goods	E
	Ability to remain calm and professional during difficult situations	E
Other	An understanding of, and empathy for, the work of Butterwick & Teesside Hospice	E



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