

## Job Description

Job Title	Grade/Salary
Van Driver & Furniture Remover	National Minimum Wage
Accountable to	Responsible for
Stock Control & Logistics Manager	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 shops, driving company vehicles, including a 3.5 tonne Luton box van with a tail lift. 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"> <li>Driving company vehicles in order to collect and deliver stock and furniture to customers and shops. Ensure that driving, collection and delivery services are administered effectively and comply with the law at all times.</li> <li>Assist in the provision of an efficient and effective collection and distribution service between the branches of Teesside Hospice Charity Shops, Head Office and warehouse.</li> <li>Manoeuvre, lift and carry goods and furniture to and from vehicles, in and out of buildings, and up and downstairs.</li> <li>Drive organisation vehicles to achieve our business purposes, including collecting household goods and furniture, delivering purchased items, transporting goods between 14 shop sites and disposing of items at local recycling centres.</li> <li>Work effectively as a member of a team by respecting and assisting colleagues in their roles, a team environment based on respect and mutual support to reach the team goals.</li> <li>Ensure the reputation of the organisation is upheld when undertaking duties; to be polite and courteous to customers at all times.</li> <li>Assessing the saleability and legal compliance of donated goods and the sympathetic handling of the public in declining non-compliant goods.</li> <li>Maximise Gift Aid income from donated items ensuring that paperwork is completed correctly.</li> </ul>
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- Be accountable for securing your allocated vehicle/contents, petrol loyalty card and mobile phone.
- Maintain fleet security, conduct and record daily, weekly and monthly vehicle maintenance checks and maintain fleet appearance and cleanliness.
- Daily cash transfers and collection of donated goods from Teesside Hospice. Daily collection of cash, as required, from shops and outside events.
- Maintain confidentiality and to undertake all mandatory training courses.
- A flexible approach is required for assisting other departments of the Trading Company and Care Foundation with outside events and special projects including out of hours assignments and working early mornings, evenings and regular weekend work.
- Regular meetings with the Head of Retail and other retail staff to discuss van schedules and forth coming events
- 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 and will not be tolerated.
- To take reasonable measures to prevent any loss of goods or any damage to goods whilst in transit.
- To ensure that all tasks are carried out in accordance with health and safety policy and procedures and relevant legislation.
- Any other relevant duties as directed by the Stock Control & Logistics Manager or Head of Retail.
- In the case of any incidents and or accidents, to immediately inform the Stock Control & Logistics Manager or Head of Retail and complete paperwork in a timely way.

## 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



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**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 pursued 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.

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



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