GREENWICH & BEXLEY COMMUNITY HOSPICE

JOB DESCRIPTION

JOB DETAILS:

Job Title: Van Driver

Hours: 35 hours per week worked flexibly Monday - Sunday

Department: Retail

Accountable to: Logistics Manager

Location: Flexible across Greenwich & Bexley Community Hospice retail network

JOB PURPOSE:

The effective distribution of stock throughout all shops and storage facilities, including the collection and delivery of furniture.

Maximise all opportunities and income for the benefit of the Hospice

**KEY RESPONSIBILITIES**:

1. To be responsible for maximising income and stock in each shop on a daily and weekly basis.
2. To organise and sort donations, goods and merchandise throughout the areas shops.
3. To organise furniture for shops.
4. To promote the Hospice and its services and raise awareness.
5. To oversee storage and distribution from the storage facilities across all Hospice and retail sites.
6. To be responsible for the good upkeep of the distribution transport.
7. To maximise income generation opportunities through the management of stock and donations.
8. To arrange for the delivery and display of bulky and heavy items at the furniture shops and through the shop network.
9. On a daily basis rotate key stock items accordingly to demand / supply and geography within the shop network.
10. Responsible for planning all daily travel routes across two boroughs, organizing their deliveries and collections within given timescales.
11. To follow safe work practices under national and Hospice agreed health and safety guidelines.
12. To use all movable equipment or machinery in accordance with health and safety guidelines and risk assessments.
13. Responsible for the safe handling of goods collected and delivered to and from our customers adhering to all Hospice Health and Safety policy guidelines, reporting any incidents, accidents or non compliance to the line manager.
14. To achieve and exceed tight deadlines.
15. To understand and provide detailed stock information weekly and monthly.
16. To be responsible for the clearance of rubbish and recycling from various Hospice venues to Council refuse disposal areas on a regular basis.
17. Responsible for handling all fragile donations with extra care when transporting them.
18. Responsible for transporting confidential items securely between the Hospice and shops, warehouse or other venues.
19. To work closely as a team with the rest of van staff and motivating volunteers associated with the logistic operations of the Hospice.
20. To attend all mandatory training courses including an annual moving and handling course.
21. To promote the Hospice at all times and ensuring a culture of excellent customer care and promote a professional image.
22. To deal efficiently with difficult or aggressive supporters or emotionally distressed donors when calling for goods, managed within the hospice guidelines and training.
23. To be responsible for keeping their working environment, van cab included in a clean and tidy state, checking vehicle generally for petrol, oil, water levels as well as tyre pressures and reporting any repairs or defects to line manager
24. Responsible for using their discretion when collecting from supporters as to whether goods are suitable and legally sellable, while maximising Hospice income by offering Gift Aid membership to these supporters at point of collection.

COMMUNICATION AND WORKING RELATIONSHIPS:

Internal:

Director of Income Generation

Head of Retail

Area Manager

Retail Development Manager

Logistics Manager

Warehouse team

Shops Manager and Deputy Managers

Fundraising Staff

Shop Volunteers

Fundraising Volunteers

External:

Customers/Supporters

Further Information

**Job Description – General Statements**

To be familiar with and adhere to all Hospice (and relevant Care Homes, Trust and Community) policies and procedures.

The post holder must be aware of and adhere to individual responsibilities under the Health and Safety at Work Act and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

The post holder may be required to work in and from any Hospice or associated Company premises.

This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)

Confidentiality/Data Protection

The post holder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the Data Protection Act and professional bodies. Any requests for clinical information disclosure must be approved by Caldicott Guardian. The post holder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities/Diversity

The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, disability, political opinion or trade union membership.

Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

Code of Conduct

The post holder is required to observe the following principles:

* Make the care and safety of patients his/her first concern and act to protect them from risk
* Respect the public, patients, relative, carers, staff and partners
* Be honest and act with integrity
* Accept responsibility for his/her own work and the performance of the people the post holder manages
* Show commitment to working as a team member by working effectively with team members and the wider community
* Take responsibility for own learning and development
* In all actions undertaken have regard for the hospice reputation

Flexibility

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within the Greenwich & Bexley Community Hospice. The post holder can be expected to work in and from any of the premises where business is conducted.

Other

The post holder is required to:

* To work in accordance with the Hospice’s policies and procedures at all times
* To adhere to the Hospice’s Confidentiality policy at all times, in particular ensuring that there is no breaches of confidentiality as a result of the post holder’s actions
* To carry out duties that are commensurate with the grade of the post as directed

This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. Any variations will be made due to service requirements and will be made in consultation with the post holder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Good standard of general education |  |
| **Previous Experience** | * Team Working * Multi drop driving experience * Experience of stock and inventory control * Experience of removals, home and office relocation | Working with Volunteers |
| **Skills, Knowledge and Abilities** | * Clean full clean driving licence category B Basic vehicle maintenance * Good geographical knowledge of the local area, roads and transport links * Awareness of Health and Safety procedures and how they affect people in the workplace * Able to move and handle goods, donations and large items of furniture on a regular basis * Knowledge of equal opportunity issues * Ability to manage time effectively * Good understanding of customer care and the importance of such within the role * Demonstrate an ability to be an advocate of the Hospice | HGV licence  First aid at work  Knowledge of the antique trade  Knowledge of the Hospice  Retail experience |
| **Aptitudes, Personal Characteristics** | * Ability to communicate with volunteers, customers and staff * Willing to work flexibly |  |

**Job Description Agreement**

**Post holder Line Manager**

**Signature**………………………………………**Signature**…………………………………