

st michael's hospice

Job Description

- Job Title:** Delivery and Collection Driver
- Job Location:** St Michael's Hospice
- Responsible to:** Distribution and Logistics Manager
- Accountable to:** Head of Retail

1.0 MAIN PURPOSE OF THE ROLE

To provide daily support to St Michael's Hospice shops and Furniture collection service by undertaking daily deliveries & collections of furniture and other heavy items. To take in donations from the public at the Donation Centre as and when required and to assist with general housekeeping and maintenance of St Michael's Hospice Donation Centre.

PRINCIPAL RESPONSIBILITIES

- 2.1 To collect goods and furniture donated by the public, as per Retail booking system, including house clearances and ensure Gift Aid procedures are followed.
- 2.2 To deliver large items purchased in Retail shops to customers, as per Retail booking system.
- 2.3 To deliver stock and publicity (including loading and unloading) to Hospice shops from the Donation Centre, as allocated by the Retail Team.
- 2.4 To collect donations, rubbish and recycling from Hospice shops and deliver to the Donation Centre or Hospice as appropriate.
- 2.5 To interact with the public by accepting donated goods at the Donation Centre, ensuring that Gift Aid procedures are properly followed.
- 2.6 To ensure high standards of housekeeping in the Donation Centre, including safe storage, recycling and disposal of items and rotation of stock.
- 2.7 To ensure that Retail vehicles are clean and inspected daily and that the appropriate Hospice policies relating to vehicle movements and record keeping are adhered to.
- 2.8 To collect goods and furniture donated by the public, as per Retail booking system, including house clearances, and ensure Gift Aid procedures are followed.
- 2.9 To deliver large items purchased in Retail shops to customers, as per Retail booking system.
- 2.10 To adhere to Health and Safety requirements for all Retail areas, including reporting of incidents and accidents.

- 2.11 To provide support to the fundraising events as agreed by the Distribution & Logistics Manager, including setting up of equipment, signage and transportation of items to venues.
- 2.12 To proactively contribute to raising the income generated by the Retail Team to support the Hospice.
- 2.13 To provide support and cover in all areas of the Retail Company, as required and agreed by line manager, during periods of leave or exceptional activity.

3.0 ADDITIONAL RESPONSIBILITIES

- 3.1 To carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 3.2 To act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 3.3 To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 3.4 To carry out any other duties, within an appropriate level of responsibilities as required.
- 3.5 To undertake flexible hours as and when the need arises.
- 3.6 To ensure confidentiality at all times.
- 3.7 To support and participate in the fundraising activities of the hospice wherever possible.
- 3.8 To be an ambassador for the Hospice.
- 3.9 To maintain confidentiality regarding hospice activities at all times ensuring that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 3.10 To promote, at all levels, the Company's vision, values and strategic objectives.
- 3.11 To hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Retail Assistant
Department:	Retail

	Essential Criteria	Desirable Criteria
Education/ Qualifications	Good Level of secondary education	Manual handling qualification/certificate
Work background and experience	<p>Experience and holds appropriate licence to drive vehicles up to a maximum weight of 3.5 tonnes</p> <p>Experience of working in warehouse/stores, including compliance with paperwork and health and safety awareness</p>	Experience of dealing with the public/customers
Skills/Ability/ Knowledge	<p>Good local knowledge of Hastings and Rother</p> <p>Excellent verbal communicator and customer service skills</p> <p>Ability to work well under own supervision and as part of a team</p>	Basic IT skills (Microsoft Office)
Personal Qualities and other requirements	<p>Must have full and clean UK driving licence</p> <p>Reliable team member</p> <p>Able to cope with moving loads/deliveries in line with manual handling regulations</p> <p>Able to work some unsociable hours to support events ie evenings and weekend</p> <p>Physical effort Moderate physical effort over short periods. Lift and push objects, bend over</p>	

	furnishings, kneel, turn, and move stock.	
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