

## AGREED JOB DESCRIPTION

|                                       |   |
|---------------------------------------|---|
| <b>Job Title:</b>                     | Van Driver  |
| <b>Line Manager:</b>                  | Hub Manager   |
| <b>Professionally Accountable to:</b> | Retail Director   |
| <b>Location:</b>                      | Weston Hospicecare Business Hub   |
| <b>Hours of Work:</b>                 | 37.5 per week (Monday – Saturday) including Sundays and Bank Holidays as required |

### Job Purpose:

- To drive a Hospice vehicle in line with agreed procedures
- To participate in the collection and delivery of stock, donations and furniture to all Hospice retail outlets
- To provide excellent customer service and upholding the reputation of the hospice by maintaining high levels of internal and external customer care

### Responsibilities:

- To support the Hub Manager by supervising volunteers who may be assisting the operation. Giving them clear direction and be responsible for their health and safety whilst working with them, encouraging and monitoring them to ensure they provide excellent customer service whilst on duty for the Hospice
- To ensure all policies and procedures including safe working practices are adhered to at all times
- To promote gift aid on donated goods
- To ensure the vehicle is safely and legally driven including ensuring the vehicle is not overloaded, or unsafely loaded, and that the tailgates are in place
- To ensure that the vehicle is safely, securely and legally parked and every effort taken to avoid theft and accidental damage
- To be responsible for the day to day operation of a vehicle including carrying out daily/ weekly and other safety checks
- To complete any required written administration
- To dispose of goods unsuitable for selling following Hospice guidelines, this may include visiting the Civic Amenity sites
- To be part of the hospice team ensuring it's excellent reputation is maintained at all times
- To advise the Hub Manager (or their deputy) on any matters of concern such as condition of the vehicle

### General

- To maintain a smart appearance whilst wearing the Hospice uniform and/or personal safety equipment supplied
- To contribute to the team to ensure that the Hub is well laid out and that goods are displayed safely and that care is taken when separating saleable goods and items for disposal

- To provide sensitive leadership to volunteers such as people on work experience or other forms of work rehabilitation
- To handle cash such as taking charges for collections and taking sales following Hospice guidelines
- To be adaptable and flexible to the changing needs of retail
- To deliver Weston Hospicecare policy and standards including legislative compliance
- To liaise and work with other departments in order to run the business effectively
- To uphold the reputation of Weston Hospicecare, maintaining an awareness of the organisation's priorities
- To undertake any other relevant duties within the overall scope of this post as may be required by the Hub Manager or Retail Director
- To report to your line manager any hazards or accidents that may occur within your working environment and ensure compliance with the terms of Health and Safety at Work Act and Weston Hospicecare policy
- To actively support and promote all organisation initiatives/campaigns/fundraising events to promote awareness of the charity, as appropriate

### **Professional Responsibilities**

- To maintain confidentiality
- To work within the policies and guidelines of Weston Hospicecare
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates
- To maintain good working relationships with all members of the hospice staff and volunteers
- Undertake any in-service training in line with Weston Hospicecare's policy

### **Educational Responsibilities**

- To participate in the orientation and development of new staff members and volunteers
- To keep up to date with current practice and legislation
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information
- To attend all statutory and mandatory training as required

### **Health and Safety**

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:  
To take reasonable care of themselves and others at work.

To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty.  
Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work.

### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

This job description is subject to periodic review and amendment.

## PERSON SPECIFICATION – VAN DRIVER

| Criteria  | Essential/<br>Desirable                                  | How<br>Evidenced<br>& Assessed   |
|---|--|--|
| <b>Qualifications and Training</b>  |  |  |
| <ul style="list-style-type: none"> <li>▪ Adequate standard of literacy and numeracy</li> </ul>  | E  | A  |
| <b>Knowledge, Skills and Experience</b>   |  |  |
| <ul style="list-style-type: none"> <li>▪ Ability to drive a light commercial vehicle</li> <li>▪ Good driving skills</li> <li>▪ Experience of safely loading and unloading light commercial vehicles</li> <li>▪ Ability to handle reasonable heavy loads safely</li> <li>▪ Experience/awareness of Health &amp; Safety provisions eg manual handling</li> <li>▪ Knowledge of vehicle maintenance</li> <li>▪ Knowledge of vehicle/transport legislation</li> <li>▪ Ability to carry out physical tasks such as lifting fairly heavy and awkward objects</li> <li>▪ Good knowledge of customer service</li> <li>▪ Awareness of trading standard aspects</li> <li>▪ Experience in the charity shop sector</li> <li>▪ Experience of working with volunteers</li> </ul> | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>D<br>D<br>D | A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I<br>A/I |
| <b>Communication and people skills</b>  |  |  |
| <ul style="list-style-type: none"> <li>▪ Good communication skills including thoughtfulness and sensitivity as you will be dealing with a wide range of people</li> <li>▪ Ability to handle cash in limited circumstance</li> <li>▪ Ability to present goods for sale</li> <li>▪ Experience of equality and diversity</li> <li>▪ Highly collaborative and team-focussed</li> </ul>  | E<br>E<br>E<br>E<br>E                                    | I<br>I<br>I<br>I<br>I  |
| <b>Organisational Skills</b>  |  |  |
| <ul style="list-style-type: none"> <li>▪ Ability to work to tight schedules and timeframes</li> <li>▪ Experience of scheduling deliveries and/or collections</li> <li>▪ Ability to prioritise workload</li> </ul>   | E<br>E<br>E  | A/I<br>A/I<br>A/I  |
| <b>Other Requirements</b>   |  |  |
| <ul style="list-style-type: none"> <li>▪ Full driving licence</li> <li>▪ No fault accidents in the last 3 years or more than 3 penalty points on driving licence</li> <li>▪ No alcohol related driving convictions</li> <li>▪ General knowledge of products being collected</li> <li>▪ Recognise the implication of working within a charity</li> <li>▪ Flexibility and open mindedness</li> </ul>  | E<br>E<br>E<br>E<br>E<br>E                               | A/I<br>A/I<br>A/I<br>I<br>I<br>I   |

Key: **E = Essential**                      **D = Desirable**  
**A = Application Form**                **I = Interview**