

# Despatch and Delivery Driver



Our Furniture Collection and Delivery Driver makes a difference every single day. This is a role for a competent, experienced driver with a clean Driving License who transports donations to keep our sales moving 52 weeks of the year. The Hospice of St Francis is award-winning retailer, we trade 7 days a week on-line and in person. Every sale helps to fund our care. Hardworking, resilient and people focused, you'll be collecting and despatching, loading/unloading a range of goods from furniture to artwork, clothes and household items, ensuring great care is put into the safe journey of every donated item. Committed to efficiency and safety you will work with your managers to plan the most effective and efficient routes and take responsibility for the care of the van, reporting any faults, accidents or other issues accurately and ensuring the van is fueled and ready to go. Based at The Hospice of St Francis, our staff rate the working environment, flexible working, free parking and great food on site as some of the top benefits of working here.

## Bank/Casual

**Hourly rate: £14.79**

### Main duties and responsibilities:

- Drive the Hospice van safely to assure an efficient and effective dispatch service, supporting your managers to ensure we plan cost effective routes.
- Flexibility and a can-do approach
- Maximise sales by getting goods and items to the right locations to meet customer demand.
- Support colleagues in shop teams with the safe movement of donations
- Ensure the Hospice van is fueled and maintained in line with Hospice policy, reporting any faults, accidents or other issues immediately and accurately
- Collect and deliver goods to and from the homes of donors and buyers to our shops and/or our on-line hub
- Give excellent customer service, clear and friendly communication, at all times in line with Hospice values.
- Ensure that collections from donors meet Hospice standards of promptness and efficiency, when necessary using tact and sensitivity to explain which items The Hospice can take to sell on, whilst showing appreciation at all times.
- Support shop teams with preparation for events, workshops and promotions where appropriate
- Ensure compliance with health and safety and trading standards regulations
- Ensure safe movement and storage of all items to be upcycled to prevent damage.
- Safe transit of all upcycling materials in accordance with Health and Safety guidelines
- Responsible for explaining Gift Aid on collections and supporting donors to complete gift aid forms where appropriate, cash/cheque handling in line with Hospice policy where donors make this kind of contribution
- Respect the right to privacy and confidentiality for all donors and customers
- Act as an Ambassador for the Hospice and raise awareness of the Hospice in the local community
- Driving the Hospice van and/or other Hospice vehicles as required to support Hospice activity

<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Departmental &amp; Role Specifics</b>	<ul style="list-style-type: none"> <li>• A member of our trading team generating profits to fund Hospice care – this post is accountable for ensuring an efficient and effective dispatch service.</li> <li>• Ensure the Hospice van is fueled and maintained, reporting any faults, accidents or other issues immediately and accurately</li> <li>• Get goods and items to the right locations safely and securely to meet customer demand, working with the logistics and procurement manager to plan and use the most cost effective routes</li> <li>• Collect and deliver goods, this includes collection and despatch to and from the homes of donors and buyers to our shops and/or our on-line hub, between shops and in supporting collection and delivery of other goods and supplies</li> <li>• Ensure that collections from donors meet Hospice standards of promptness and efficiency, when necessary using tact and sensitivity to explain which items The Hospice can take to sell on, whilst showing appreciation at all times.</li> <li>• Give excellent customer service, clear and friendly communication, at all times.</li> <li>• Support shop teams with preparation for events, workshops and promotions where appropriate</li> <li>• Driving the Hospice van to support other Hospice activities as required</li> </ul>
<b>Qualifications, Skills, Experience, Knowledge &amp; Approach</b>	<ul style="list-style-type: none"> <li>• Flexibility and a ‘can do’ approach</li> <li>• Current Clean Driving Licence (held for at least five years) with permission to drive light commercial vehicles and motorcars</li> <li>• Excellent navigation skills</li> <li>• Previous employment as a driver and experience in removals essential</li> <li>• Good General Education, Mathematics and English GCSE desirable</li> <li>• Lifting and handling training</li> <li>• Basic Health &amp; Safety knowledge</li> <li>• Practical with good DIY skills</li> <li>• Positivity, highly self-motivated and an effective team player</li> <li>• Resilient and Hardworking with proven willingness to go the extra mile</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Can carry and convey the story of the hospice</li> <li>• Tact, diplomacy and great customer service</li> <li>• Initiative, enthusiasm, flexibility and mental agility to ‘think on feet’</li> <li>• High level of personal integrity and honesty</li> <li>• A visible and approachable presence</li> <li>• Can communicate in more than one language relevant to population served (desirable)</li> </ul>
<b>Internal &amp; External Contacts</b>	<ul style="list-style-type: none"> <li>• Central Trading Team</li> <li>• Estates Team</li> <li>• Shop Teams of managers, deputy managers and volunteers</li> <li>• Members of the public</li> <li>• Partners – waste management and disposal, suppliers</li> <li>• Colleagues in teams at the Hospice, Executive Team, Trustees and Patrons</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• The post holder is expected to take responsibility, accountability and autonomy in role</li> <li>• Health and safety decision making in the transport of donations and items</li> </ul>
<b>Mental and Physical Consideration. Working Conditions &amp; Environment</b>	<ul style="list-style-type: none"> <li>• The ability to thrive and work in a high volume environment with competing priorities.</li> <li>• Excellent time management and prioritisation skills</li> <li>• Functional skills consistent with role</li> <li>• Sustain concentration over long periods</li> <li>• Moving and handling donations and stock</li> <li>• Attention to detail, care and respect for people and objects including when working under pressure</li> <li>• May come into contact with emotional circumstances, through speaking to donors.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to resolve and/or mitigate risk</li> <li>• Ensure reporting and documenting of accidents and incidents</li> <li>• Complete all mandatory training for Health and Safety, Fire Safety</li> <li>• Absence cover in the team as required by colleagues and managers</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis</li> </ul>

This list of tasks and responsibilities is not exhaustive. The job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.