

## PILGRIMS HOSPICES – JOB DESCRIPTION

### Retail Van Driver / Drivers Mate – Across East Kent

#### MAIN PURPOSE AND SCOPE OF THE JOB:

Pilgrims Hospices operates a retail operation throughout East Kent. These comprise a mix of general, furniture and specialist shops. We also have two warehouses with retail areas open to the public and an online EBay operation. We have an annual turnover of over £3.25 million.

The Van Driver/Drivers-mate is part of the logistics retail team. We operate a fleet of vehicles. The post holder will be responsible for the collection and delivery of furniture and other items to and from donors' homes.

The role is fundamental in supporting our shops and warehouses, in the layout of their stock.

Our van drivers actively take part in the Gift Aid scheme, ensuring that all donations are labelled at pick-up, so that the rest of the retail team can ensure that they maximise the value of the donation.

This role requires an adept multi-tasker, who can think on their feet and is prepared to lift safely and work 'hands-on' with their colleagues. An eye for detail, health and safety and great communication skills are required at all times; as is the need to fully comply with current legislation, processes and policies.

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#### POSITION IN ORGANISATION

**Reports to:** Warehouse and Logistics Manager

#### DUTIES AND KEY RESPONSIBILITIES

##### A Duties

The Retail Van Driver/Drivers' Mate is a key part of the team, responsible for the day to day collection and delivery of donations, under the guidance of the Warehouse and Logistics Manager, and Driver Supervisor. You will need to ensure that you are:

- Working as part of a team to meet and exceed our yearly financial targets.
- Managing and maintaining the daily/weekly work load.
- Working closely with the Gift Aid/Furniture Clerks, to enable a smooth flow in the vehicle logistics – demonstrating flexibility when required.
- Being Pilgrims Hospices 'Door Step' ambassador.
- Working to current legislation and internal and external processes and policies; including Safe Handling/Health & Safety training.
- Assisting in shop/warehouse clearances and sorting as and when required.
- Actively participating in the growth of our Gift Aid programme.
- Delivery and removal of furniture

## B Responsibilities

This is a position of responsibility and ownership and key to our success as an organisation. You will need to be hands on, physically fit as this is a role that requires repetitive manual handling. You will also need to be able to fulfil all of the responsibilities listed below:

### Customer and Donation Management

- Provide great customer service.
- Assess the suitability and legal compliance of donated goods, using sympathy and politeness when declining non-compliant donations.
- Ensure that all Gift Aided donations, are labelled immediately, when leaving the Donor.
- Handle every donation sensitively. Strapping furniture where appropriate and ensuring fragile items are taken care of.
- Deal with customers' complaints and queries with empathy, gathering factual information. However small, these need to be referred to the Warehouse and Logistics Manager.
- Maintain and grow our 'Gift Aid' scheme, using the process and policy that has been set out by Head Office.
- Assist when required, in the clearance and sorting of donations from shops and in the warehouse.

### Working as a Team

- Meet regularly with your colleagues at departmental meetings; sharing issues, events, projects and Pilgrims Hospice fundraising initiatives and information.
- Work to the Pilgrims Hospices behaviours outlined in 'The Pilgrims Way'.
- Ensure that you fully understand the process of Gift Aid.
- Take ownership and share responsibility for good-housekeeping in the vans, warehouses and shops.
- Ensure that any van issues/incidents are reported immediately to the Warehouse and Logistics Manager.
- Maintain safe handling of goods and comply with current legislation and all policies and procedures at all times.

### Management of Volunteers

Occasionally volunteers will work with our logistics/warehouse team, when they do you will need to:

- Organise and manage the work of the volunteers.
- Ensure that volunteers give excellent customer service at all times, even in adverse circumstances.
- Ensure all volunteers are made aware of the values and behaviours of Pilgrims Hospices, through the Retail Operation. If any issues arise at any time, these need to be reported to Warehouse and Logistics Manager.
- Ensure that all volunteers are aware and take ownership with regard to safe Manual Handling, our H&S Policy and that this is adhered to in all of Pilgrims Hospice Retail premises.

### **Policies and procedures**

- Ensure all your colleagues and volunteers adhere to all relevant Pilgrims Hospice policies and procedures and comply with our Health & Safety policy, relating to the welfare and safety of everyone in our retail operations and all items sold.
- Ensure that all your colleagues and volunteers respect the unique contribution of every individual and work positively for equality and diversity for everyone; regardless of their age, race, sexuality, gender, disability or culture – or anything else that could be discriminated against.
- To be aware of, share with others and comply with Trading Standards Legislation.

### **Other duties**

- To work in close partnership, across retail, ensuring that all areas of the retail business are successful.
- Delivering post/parcels to and from the hospices, as and when required under the direction of the Warehouse and Logistics Manager/Retail Business Development Manager
- From time to time, you may be required to assist other departments in the hospice. Any requests should be confirmed with the Warehouse and Logistics Manager/Retail Business Development Manager

## **C Measures of Success**

- Achieving agreed financial and other measurable targets including Gift Aid.
- Excellent customer service.
- All donations are treated sensitively and safely delivered/collected.
- Leading by example, to create a positive working relationship with your colleagues and volunteers.
- Supporting and working with other members of the retail team.
- Regular on-going performance review and appraisal.

## **GENERAL RESPONSIBILITIES**

### **Corporate Governance**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct. Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

### **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.

### **Flexibility**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. 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. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Van Driver / Drivers' Mate

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Previous experience of manual handling and the ability to do this on a daily basis.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Demonstrable customer service.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Driving a variety of different sized vehicles.</li> </ul>	X	X	X
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>Managing the delivery/collection of stock through a warehouse/retail environment.</li> </ul>		X	
	<ul style="list-style-type: none"> <li>Good loading/packing skills</li> </ul>		X	
	<ul style="list-style-type: none"> <li>The aptitude to learn about a wide variety of items that are donated.</li> </ul>		X	X
	<ul style="list-style-type: none"> <li>Good organisational skills.</li> <li>Good communication and interpersonal skills, personable, able to relate to staff, volunteers and customers.</li> </ul>	X X	X X	X X
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>The ability to work independently or as part of a team, with the ability to prioritise work.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Good working knowledge of the East Kent area.</li> </ul>			X
	<ul style="list-style-type: none"> <li>Current awareness of Trading Standards/Legislation with regard to donated goods.</li> </ul>	X	X	
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>Manual Handling and Health &amp; Safety aware - ensuring a safe working environment.</li> </ul>	X	X	X
	<ul style="list-style-type: none"> <li>Educated to O/GCSE/A Level standard or with equivalent experience.</li> <li>Driver with access to transport and a clean driving licence (3 points may be considered).</li> <li>CPC trained and able to drive 7.5 tonne lorry.</li> </ul>	X X	X X	X X
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>Flexible with a positive 'can do' attitude.</li> </ul>		X	X
	<ul style="list-style-type: none"> <li>Resilient member of the team, who can remain calm and is able to cope with stress.</li> </ul>		X	X
	<ul style="list-style-type: none"> <li>Able to work flexibly and additional hours.</li> </ul>	X	X	X

Date Written: January 2020