

PILGRIMS HOSPICES – JOB DESCRIPTION

Delivery & Collection Driver/Drivers Mate

MAIN PURPOSE AND SCOPE OF THE JOB:

The post holder is responsible for the collection and/or delivery of furniture and other donations from donors homes or businesses to support the retail operation. Donations will take many forms and the post holder will be expected to be flexible in their approach. Our fleet of vans are used for collections, deliveries, distribution and supporting events.

POSITION IN ORGANISATION

Reports to: Warehouse and Logistics Manager

Principle responsibilities:

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. The principle responsibilities of this role are:

Collect larger items, generally furniture, from our donors homes or business. Collections will be carried out from the various rooms in the home or business

Deliver larger items, generally furniture, to our donors homes or business. Deliveries will be to the appropriate rooms in the home or business, unless a previous agreement has been made to deliver to the ground floor only.

Label and identify the Gift Aid stock in the van so that the donor details are accessible to the shop that goods are taken to.

Assess the suitability and legal compliance of donated goods, using sympathy and politeness when declining non-compliant donations.

Sort the stock and remove un-saleable donations. Categorise the good stock, label and store in a safe and accessible manner.

To be aware of and comply with all Hospice Shops Health & Safety policies relating to the welfare and safety of staff and volunteers.

To be aware of and comply with Trading Standards Legislation

Be Pilgrims Hospices 'Door Step' ambassador, and present yourself accordingly at donors homes or business ensuring that appropriate uniform is worn and kept in a clean condition.

Working to current legislation and internal and external processes and policies; including Safe Handling/Health & Safety training.

Additional Responsibilities

Customer and Donation Management

Provide great customer service.

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 Code'.

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.

Working with 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.

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.

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

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

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.

Data Protection

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

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.

PILGRIMS HOSPICES – PERSON SPECIFICATION

Delivery & Collection 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 | E - Essential or D - Desirable |
|------------------------------------|--|--|
| EXPERIENCE | <p>Previous experience of manual handling and the ability to do this on a daily basis.</p> <p>Demonstrable customer service.</p> <p>Driving a variety of different sized vehicles</p> | <p>E</p> <p>D</p> <p>E</p> |
| SKILLS/ ABILITIES | <p>A full Drivers Licence suitably endorsed to allow driving of class C1 vehicles</p> <p>Experience of delivery/collection of stock through a warehouse/retail environment.</p> <p>Good loading/packing skills</p> <p>The aptitude to learn about a wide variety of items that are donated.</p> <p>Good organisational skills.</p> <p>Good communication and interpersonal skills, personable, able to relate to staff, volunteers and customers.</p> <p>The ability to work independently or as part of a team, with the ability to prioritise work</p> | <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> |
| KNOWLEDGE | <p>Good working knowledge of the East Kent area.</p> <p>Current awareness of Trading Standards/Legislation with regard to donated goods.</p> <p>Manual Handling and Health & Safety aware - ensuring a safe working environment.</p> | <p>D</p> <p>D</p> <p>D</p> |
| QUALIFICATION/ TRAINING | Good standard of general education | D |
| OTHER REQUIRE-MENTS | <p>Able to work flexibly and additional hours from time to time</p> <p>Able to work any five days from seven in a regular shift pattern</p> <p>Physically Fit, and have an understanding of Manual Handling processes</p> | <p>E</p> <p>E</p> <p>E</p> |

Date Written: **August 2024**