

JOB DESCRIPTION

POST: Retail Van Driver

PART 1: JOB PROFILE



1. Main purpose of Job

The Claire House retail operation plays an important role in delivering long term, sustainable income and is often seen as the face of Claire House on the high street. People are key to the success of retail – great staff and amazing volunteers.

An integral role within the Claire House Retail Team supporting our retail outlets and Online Sales Team with the collection, distribution, & transfer of stock. To work collaboratively with the fundraising team via the Business Development Manager to ensure all corporate donations are collected in a timely manner. This will include collecting donations from clothing banks & local businesses.

A Claire House van will be provided - **FOR BUSINESS USE ONLY.**

2. Scope of the Job

Operational Responsibilities (80%)

- To support the BDM to ensure all shops have the required levels of stock to meet their budgets
- To support the shops by collecting & delivering stock between branches. This may include furniture
- To remove and correctly dispose of excess waste from the shops
- When daily tasks have been completed, help shop managers to arrange furniture shop floors and back-office storage areas, assembling donated furniture as required
- Must be able to supervise and motivate volunteer drivers as and when necessary
- To act as the representative of Claire House Retail and to implement the highest standards of customer care and services
- To attend any meetings as required by the Business Development Manager
- To perform all reasonable and related duties as required by the Charity

Legal & Compliance (10%)

- To ensure compliance with all Health and Safety legislation/practices particularly the Manual Handling Operations Regulations and ensure safe lifting practices are always observed
- To ensure compliance with all legislation requirements ensuring knowledge of and compliance with relevant driving requirements
- To adhere to all policies and procedures that Claire House operates
- Must be able to work flexible hours to meet the demands of the business

Administration (10%)

- To maintain accurate and up to date records to Claire House requirements of work done
- To ensure any Claire House vehicle allocated to you is maintained in a clean and road worthy condition. Ensuring daily / weekly vehicle checks are recorded and sent to the BDM within the given timescale
- To monitor and check the security of the stock under his/her care and report any shortfalls or concerns to the BDM
- To be responsible for the security of the petrol loyalty card
- To be accountable for securing your allocated vehicle & its contents at all times
- To make arrangements for routine maintenance & repairs as instructed by the BDM

Position in the organisation

- Reports to Business Development manager
- A member of the wider Retail team
- The post holder must collaborate closely with the Retail Leadership Team & other retail team members such as Shop Managers along with members from other Claire House departments

All Parking/Spending Fines etc. incurred will be paid by the employee. The employee agrees to a vehicle tracker being placed in the van.

Claire House General Responsibilities

Every employee is required to:

- Adhere to and comply with organisational policies, procedures and guidelines at all times.
- Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with the organisational policy on confidentiality, and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems.
- Respect the confidentiality and privacy of guests, volunteers and staff at all times.
- Implement Health and Safety regulations – through risk assessment. Maintaining a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.
- Participate in personal training, development, appraisal, and attend all relevant training courses as required.
- Take part in Research Governance (If required)
- Embrace the volunteer culture which exists in the organisation

All employees will have an understanding of Children's Hospices and an empathy with the philosophy of Claire House Children's Hospice in particular and the hospice movement in general.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples, the main role of the post-holder. It is therefore subject to alteration and development as and when required.

PART 2. PERSON SPECIFICATION: Retail Van Driver

	Essential	Desirable
Qualifications	Good demonstrable level of numeracy and literacy Full driving licence – No more than 3 points	Full Clean driving licence
Experience	Working in a similar type of role either collection / delivery driving. Being responsible for paperwork relating to deliveries and collections Completing very basic maintenance tasks	Working for a recognised local or national courier company Conducting basic vehicle maintenance checks Experience of driving a 3.5 tonne vehicle
Skills	A good level of physical fitness as the role requires a significant amount of walking and lifting of full donation bags and furniture. An ability to work alone, organising and prioritising a workload and routes on a daily basis An awareness of being part of a larger overall team An ability to organise and store documentation generated during the course of deliveries and collections A willingness to record data as requested An ability to inspire and supervise volunteers Achieve given targets	Knowledge of Health & Safety requirements Experience of planning delivery routes
Personal Attributes/Abilities	Honest open and reliable Good team player Committed to the aims and objectives of Claire House Committed to success and to achieving organisational excellence Excellent attention to detail Committed to promoting and securing equality of opportunity Flexible approach to working hours and locations A target driven person	A willingness to exceed expectations

Physical, Mental and Emotional Effort – Retail Van Driver

Physical

- Regular manual handling, lifting heavy loads on a daily basis
- Standing for long periods of time

Mental

- Multitasking is a constant requirement
- Able to set standards and ensure compliance from all members of the team to these standards and Claire House policies and procedures

Emotional

- The role requires a need to give emotional support to staff & volunteers, particularly vulnerable volunteers
- Occasionally interacting with families associated with Claire House
- Occasionally dealing with difficult/challenging people.

Working Conditions

- Frequently working in cramped conditions
- Exposed to unknown hazards daily when delivering & collecting bags & items of donated stock
- Ability to work unsupervised