

St Teresa's Hospice

JOB DESCRIPTION

1. JOB DETAILS

Job title: Hospice Driver

Hospice Band: 1

Reports & is responsible to: Retail Operations Manager

Location: St Teresa's Hospice Retail Warehouse

2. JOB PURPOSE

To assist with and implement the delivery and collection of goods to and from the Warehouse, St Teresa's Hospice charity shops, members of the public and businesses. To sort and organise donated goods and assist with lifting and handling of large and valuable goods. Driving the Hospice van.

3. ORGANISATIONAL CHART



4. KEY WORKING RELATIONSHIPS

Required to work under direct supervision of Retail Operations Manager and work effectively with the team of volunteers at the Warehouse. Required to liaise with the general public and with business contacts. Needs to be able to communicate effectively with charity shop managers, staff and volunteers.

5. MAIN DUTIES

1. Van driving	<ul style="list-style-type: none"> • Driving the Hospice's vans. • Responsible for ensuring the van is refuelled, clean and tidy for use. • To make sure vehicle checks are performed daily before and after use and to escalate issues. • To report any incidents, accidents, or near accidents to the Shops Team Leader as soon as possible, following the correct procedures. • Demonstrate an awareness of parking safely in built up areas.
2. Warehouse	<ul style="list-style-type: none"> • Organising the warehouse. • Working in the warehouse, sorting donated goods. • Treating all colleagues at the warehouse with respect, at all times.
3. Collecting and distributing goods	<ul style="list-style-type: none"> • To ensure that all requests for collection and delivery are approached with care, efficiency and co-operation. • To collect donated goods, including items of furniture, from members of the public's homes and deliver to various retail locations following Hospice procedures. • To move goods between various shops as requested. • Assisting with lifting and handling, including manual handling. • To collect and dispose of rubbish from the retail shops, including the warehouse, in accordance with Health and Safety legislation. • Inform members of the public about gift aid and what procedure needs to be followed. • Treating customers with respect. • If unable to collect donations, explain to customers the reasons for this. • To assist with house clearances when instructed by line management.
4. Additional duties/information	<ul style="list-style-type: none"> • Attend staff meetings as required at the warehouse. • All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work. • To undertake any other duties which may be reasonably required.

6. MOST CHALLENGING PART OF THE JOB

Helping towards an efficient delivery and collection service and ensuring that organisation in the warehouse is of the highest standard to facilitate this.

7. DBS / other checks required:

This post is deemed to require a Basic DBS check via the Disclosure and Barring Service. This is due to the fact that the post has access to premises where we care for children and/or vulnerable adults, and/or to confidential records/company finances/financial information. Further information on the Basic Disclosure service is available from

<https://www.gov.uk/government/publications/basic-checks>

All employees of St Teresa's Hospice are required to provide proof of their identity and eligibility to work in the UK.

Employees will be required to complete compliance checks in line with our current policy, as relevant to their role, such as providing evidence of professional registration, insurance and qualifications, employment history and references, and health clearance.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
KNOWLEDGE AND QUALIFICATIONS		
1. Able to drive for work with full UK driving licence	✓	
EXPERIENCE		
1. Manual handling experience	✓	
2. Experience of working with volunteers		✓
3. Experience of working with general public	✓	
4. Van driving experience	✓	
SKILLS AND COMPETENCIES (demonstrable abilities)		
1. Ability to handle valuable goods with care	✓	
2. Ability to liaise with all sectors of the population in a polite and courteous manner	✓	
3. Excellent driving skills	✓	
4. Organisational skills	✓	
PERSONAL QUALITIES AND MOTIVATION		
1. Commitment to the vision, values and mission of the Hospice	✓	
2. Understanding of and commitment to equality, diversity, inclusion, and equity	✓	
3. Able to undertake manual handling duties safely, including lifting items of furniture	✓	
4. Accepted by our insurers under our driving insurance policy at a cost which is reasonable to the Hospice; NB this is subject to individual underwriting for employees under 21 years of age	✓	
5. Good standard of personal presentation	✓	
6. Excellent communication skills	✓	

7. Ability and enthusiasm to work for and in a team, but must also be able to work with minimum supervision	✓	
8. Excellent interpersonal skills	✓	
9. Available to work on Saturdays as required, and occasionally evenings according to a pre-arranged schedule	✓	

All factors must be measurable and justified by the job



St Teresa's
Hospice

Our Values

Our Values are our core beliefs.

They explain who we are, how we work, what we believe in and stand for:



A welcoming space

Creating a safe, shared and inclusive space where everyone feels valued and respected.



Dedicated to care

At our very heart is holistic care, comfort and dignity for all.



Compassion in all we do

Everything is centred on empathy, kindness, understanding and respect.



Support at every stage

We offer assistance, encouragement and guidance to everyone throughout their personal journey.



Excellence in everything

Delivering professionalism and the highest of standards in everything we do.