

## JOB DESCRIPTION

**'Happy to talk about flexible working'**

<b>Job title:</b>	House Clearance/Retail Driver
<b>Department:</b>	Retail
<b>Hospice band:</b>	Retail Band 3
<b>Reports to:</b>	Retail Logistics and House Clearance Manager
<b>Responsible for:</b>	Shop Volunteers
<b>DBS required</b>	Enhanced

### Job purpose

To assist retail to maximise income by supporting the day-to-day operations to the highest standard and providing excellent customer service to both donors and customers.

Through the Retail Logistics and House Clearance Manager, have a full understanding of the key responsibilities expected from the role.

To play a part in achieving the organisation's mission by supporting the work of the hospice, both with assisting direct financial contribution and enhancing the image of the Hospice within the community through a professional & high-quality service.

### Main duties and responsibilities

#### Operations

- To support the Retail Logistics and House Clearance Manager in providing a House Clearance service. To assess and sort household items (in situ) for resale or disposal/recycling as instructed by the line manager.
- To assess any potential donations and ensure they meet specific trading standard regulations and are suitable for sale in the shop
- To safely lift and carry a range of furniture and bulky household items as required both to and from hospice vehicles.
- To leave the donating property clear, clean and tidy after any visit completed.
- To maintain an accurate collection/delivery receipt system
- To drive the designated vehicle to deliver/collect stock or to provide extra cover/support to the other hospice drivers as organised by the Retail management team.
- To be responsible for PAT testing electrical donations (after passing designated safety course) to ensure their safety prior to them being put on sale.
- To liaise with duty Shop Manager to ensure shops have capacity to store/display donated furniture and other donated stock deliveries
- To support the re-stocking and movement of furniture onto the shop floor as items are sold.
- To assist and occasionally lead a team of van volunteers through effective communication and clear instructions



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- To complete daily vehicle checks to ensure the maintenance of the designated vehicle
- To promote the Hospice and act as an ambassador for it at all times

### Commercial Awareness

- To maintain awareness of competitor activity in the local area (particularly in the charity / low-cost sector) and provide feedback to the Retail Logistics and House Clearance Manager
- Provide full debrief to Retail Logistics and House Clearance Manager with progress / activity carried out on days of responsibility

### People

- Understand & lead by example to develop a positive team spirit & actively promote the work of the Hospice
- To assist the Retail Logistics and House Clearance Manager & other van drivers by providing advice & mentorship to the volunteers, in order to develop an efficient & effective team
- Ensure that you are briefed with all hospice and business information to be fully knowledgeable & compliant as required
- Foster good working relationships with all Hospice colleagues
- Be prepared to develop skills & competencies that are required to meet the demands of the role as it evolves over time period

### Stock

- Actively encourage all donations into the organisation
- Lead by example and support to be able to accept goods for sale to maximise income within agreed guidelines
- To familiarise yourself with shop layout and status, ensuring the correct KPI levels are met for that particular setting
- Assist with the rotation of stock as per retail guidelines to ensure the stock offer is optimised & current as per retail guidelines
- Understand the requirements of Trading Standards Regulations in the shop

### Health & Safety

- Comply with all H&S regulations within retail guidelines & hospice policy and ensure implemented by the team
- To ensure all H&S site checks are completed on the scheduled day/dates
- To familiarise yourself with the premises and the location of all emergency cut off points, utility meters and fire assembly points
- Hold van keys & fuel card ensuring that vehicle use is for business only
- Ensure that security procedures are understood & implemented by all staff & volunteers
- Report any vehicle, maintenance or H&S issues in the shop to the Retail Logistics and House Clearance Manager

### General

- To carry out any other duties as reasonably requested by the Retail Logistics and House Clearance Manager



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- To work in any other part of retail as requested by the Retail Logistics and House Clearance Manager
- Attend meetings or training sessions as required

## General duties

### Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

### Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

### Health and safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### Information governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

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- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining their statutory and mandatory training.

### **Safeguarding children, young people and vulnerable adults**

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.**



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**PERSON SPECIFICATION**

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<b>Department:</b>	Retail
<b>Hospice band:</b>	Retail Band 3

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>• A good standard of education</li> <li>• Clean, full driving licence</li> <li>• Safe and competent driving ability</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE Maths/English or equivalent</li> </ul>	A, C A, C T (the successful candidate will be required to complete a short driving assessment)
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Previous relevant driving experience</li> <li>• Basic Health and Safety knowledge</li> <li>• Demonstrable experience of dealing with the public and proven customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Charity retail experience</li> <li>• Experience to deal with difficult conversations</li> <li>• PAT testing knowledge or certification</li> </ul>	A, I  A, I A, I
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Good knowledge of Birmingham and West Midlands road networks</li> <li>• Good communication skills, both written and verbal</li> <li>• Lifting and handling skills</li> </ul>		A, I  A, I A, I

	<ul style="list-style-type: none"> <li>• Physically able to assist in the manual handling of heavy/bulky loads</li> <li>• Ability to provide an excellent customer experience</li> <li>• Ability to prioritise workloads</li> <li>• Excellent relationship building and interpersonal skills</li> <li>• Organised and methodical in the workplace</li> <li>• Able to deal with challenging situations</li> <li>• Able to work on own initiative</li> <li>• Sets and maintains high standards in self and others</li> <li>• Positive outlook with a professional can-do approach</li> <li>• Able to work as part of a team</li> <li>• Flexibility and adaptability to be able to work across the retail estate as needed</li> <li>• Committed to equal opportunities</li> <li>• Ability to work within a culturally diverse and changing environment</li> </ul>		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p>
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**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**



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