



Position	Retail Driver
Department	Retail - Distribution Centre
Reports to	Distribution Centre Manager
Direct report(s)	None
Pay band	Band 1
DBS check	None

### VISION, MISSION AND VALUES

#### Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

#### Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

#### Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

### ROLE PURPOSE

Retail drivers are crucial to generating and transporting the stock sold in our shops and online and gathering additional revenue through signing donors up to our Gift Aid scheme. The funds generated

by the sale of stock and Gift Aid goes to support the care of our patients in the hospice and local communities.

Customer and donor experience must be of the highest standard to ensure repeat custom and donation and the protection and enhancement of the organisation's reputation.

The role involves the collection and delivery of furniture, clothing and homewares to shops, and the homes of supporters, conducting house clearances, moving goods within the Distribution Centre and disposing of waste and recyclable items via the relevant means.

Retail drivers must use vans efficiently and with care, and work with shops, colleagues and volunteers to ensure a timely service.

## **PRIMARY DUTIES AND KEY RESPONSIBILITIES**

- Collect donated goods from donors' home, our shops, the Distribution Centre and donation banks, and deliver them as instructed.
- Maximise Gift Aid income by inviting every donor to sign up to the scheme, ensuring you can explain the scheme and that you have adequate supply of materials to allow donor sign up.
- Maintain the highest standards of customer and donor experience by being kind, courteous and grateful to all supporters.
- Uphold and demonstrate the values of the organisation.
- Work flexibly across different areas of Retail and support Fundraising events and campaigns and other areas of the organisation as required.
- Take measures to prevent loss or damage to goods.
- Undertake statutory and mandatory training and any other training necessary for the safe and effective execution of your role.
- Safely move furniture and heavy goods into customers' houses and retail premises, taking care to cause no injury or damage to the property of all parties.
- Work under the supervision and/or instructions of the Distribution Centre Manager when undertaking house clearances.
- Work to predetermined routes to ensure deliveries and collections take place as the donor expects.

- Communicate immediately there is an issue satisfying a delivery or collection, liaising directly with customers and donors as required.
- Conduct daily checks to ensure vehicles are free of defects, reporting all issues to the Distribution Centre Manager as they are identified.
- Ensure vehicles are fuelled, clean and tidy.
- Ensure all items handled are safely stored in an appropriate place and taken to recycling facilities or refuse centres according to Health & Safety policies
- Adhere to Health & Safety policies when undertaking all work activity.
- Work with colleagues to ensure the Distribution Centre is efficient and safe.
- Engage in strenuous physical activity including heavy lifting.
  - The postholder must be fit, strong and able to undertake the demanding physical elements of the job.

## PERSON SPECIFICATION

Qualifications, skills, experience and knowledge	Essential	Desirable
A full, clean driving licence to include at least Category B	✓	
Experience of driving a large vehicle, e.g. Luton Vans up to 3.5t	✓	
Determination to put safety first, with a good understanding of road safety and manual handling	✓	
Excellent customer service and communication skills	✓	
Experience of delivery driving	✓	
Experience of basic vehicle maintenance and related paperwork (e.g. mileage logs)	✓	
Personal qualities	Essential	Desirable
A confident and safe driver	✓	
Physically fit and strong and able to lift and manoeuvre heavy and awkward items	✓	
Self-motivated, reliable, efficient, and flexible	✓	

Honest and trustworthy	✓	
Ability to work in a fast-paced environment under minimal supervision	✓	
Ability to work as part of a team	✓	

## JOB DESCRIPTION ADDENDUM

### Other Duties

You are required to undertake other duties appropriate to your job grade as may reasonably be required of you. The list of responsibilities is, therefore, not exhaustive or exclusive. The Trust reserves the right to update your job description to reflect changes in your job role.

### Right to Work

To be employed in this job role, you must have the right to work in the UK and have provided the necessary documentation.

### Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Peter & St James policies and procedures, accessed via our intranet.

You must undertake relevant compulsory training, (including e-learning modules) as required to fulfil your post requirements and comply with statutory regulations.

When managing staff and or volunteers, it is your responsibility to ensure your team is aware of and understands the policies and procedures relevant to their work, and are compliant with compulsory training requirements.

### Information Governance and Confidentiality

Employment by St Peter & St James often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential, and you cannot disclose this to anybody, other than when acting in an official capacity.

Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence and in the case of computerised data could result in prosecution for a crime or action for civil damages under the Data Protection Act 1998.

### Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults. All safeguarding concerns must be recognised and acted on appropriately in line with the policies and

training. You must ensure you always act in the best interests of any person lacking mental capacity.

**Equality, diversity and Inclusion**

The Trust is committed to equality for everyone, and diversity is valued, respected and embraced. We are committed to eliminating any form of discrimination and require you to familiarise yourself with our Policies and Procedures and ensure you conduct yourself in a manner which supports our commitment to equality, diversity and inclusion of all.

**Health and Safety at Work Act**

You have a personal responsibility to take care of your health and safety and that of others who may be affected by your actions at work. Please ensure that you observe all Health and Safety procedures and carry out your role as instructed.

**Infection control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable ‘Health-Care Associated Infection’.

**Conduct**

Employees are ambassadors for St Peter & St James, each responsible for promoting, maintaining and upholding St Peter & St James’ reputation at all times in line with our values.

**I have read and understood the role and responsibilities detailed in this job description. I also appreciate this outline is to provide an overview of the duties of the position and that as the job holder, I need to work flexibly, responding to organisational needs and changes as they occur.**

**Employee’s signature .....** **Date .....**

