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**JOB TITLE:** Furniture Van Driver

**REPORTS TO:** Warehouse Logistics Manager

**ACCOUNTABLE TO:** Head of Retail

**BASED AT:** Mobile/Martlesham Retail Centre

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### Job Summary

To carry out the collection and delivery of primarily donated furniture throughout East Anglia from donors homes to a variety of locations. Provide a high standard of customer service and satisfaction at all times to both external and internal customers. Assist in the promotion of furniture donations through local networks with poster and leaflet drops.

### Responsibilities

- To carry out the collection of all donations from donors homes including those from the upstairs of the properties in a timely manner
- To carry out the delivery of goods to customers' homes including those to the upstairs of the properties.
- Working with the warehouse logistic Manager / Retail Centre Operations Manager plan effective routes and for the collection and delivery of donated furniture and other donated items from donors homes to furniture shops
- Adhere to St Elizabeth Hospice Health & Safety policies & procedures at all times.
- Act as a Hospice ambassador at all times – to make sure uniform is worn
- Strictly adhere to procedures regarding manual handling and the safe movement of furniture from premises to vans.
- To adhere to daily work sheets scoping planned activity.
- As a representative of St Elizabeth Hospice visiting donors homes behave in an acceptable manner at all times, following all applicable policies and procedures
- To demonstrate sensitivity when dealing with donors, providing excellent customer service at all times
- To comply with trading standards regulations regarding the sale of second hand furniture before accepting donations
- Provide support to Holywells and other shops as required, including but not limited to working on the till, maintain the cleanliness of the shop, proactively promoting the sales of furniture in the shop/s
- To liaise with Shop Manager/Assistant Manager regarding movement of existing stock and placement of new stock – at times stock rotation may be required between locations/shops.
- At times promote the furniture division in certain postcodes & locations – using marketing materials
- To keep the van safe and secure at all times.
- Carry out daily checks on van and report any faults or concerns to retail maintenance
- Ensure all staff/volunteers assisting adhere to St Elizabeth Hospice Health & Safety policies & procedures

## **Organisational Responsibilities**

- To work at all times within the policies of the Hospice and act within Care Standards at all times
- To uphold the Hospice and individual team values at all times
- To ensure effective use of resources
- To recognise signs of stress and facilitate staff support
- To participate in the Hospice education programme and attend training courses as required.
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice
- To promote the Hospice philosophy of care towards patients, relatives and visitors

Because of the special nature of the Hospice and its work the postholder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF RETAIL IN CONJUNCTION WITH THE POSTHOLDER

## PERSON SPECIFICATION

### Furniture Van Driver

Requirement	Essential/Desirable
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Good standard of education in numeracy and literacy</li> <li>• Clean Driving Licence</li> </ul>	<p>Essential</p> <p>Essential</p>
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Experience in van driving / delivery</li> <li>• Experience in a customer focused environment</li> <li>• Knowledge of second hand furniture/ charity shops</li> </ul>	<p>Desirable</p> <p>Essential</p> <p>Desirable</p>
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• Good written and verbal skills</li> <li>• Good interpersonal and social skills</li> <li>• Ability to converse with donors and act as an ambassador for St Elizabeth Hospice</li> <li>• Good organizational and time management skills</li> <li>• Ability to protect yourself and others through strict adherence to health &amp; safety policy and legislation</li> <li>• Proven Manual Handling skills</li> <li>• Experience of Microsoft Outlook/Word</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Confidence and maturity</li> <li>• Self motivating</li> <li>• Resilience, ability to work under pressure and keep to deadlines</li> <li>• Flexible</li> <li>• Team player</li> </ul>	<p>All Essential</p>



# St Elizabeth Hospice Values

## **Be a team**

Work together and listen to each other's opinions, experiences and knowledge  
Be a good communicator  
Be successful - achieve results  
Be supportive  
Be approachable  
Be fun  
Be safe

## **Be an ambassador**

Be a proud ambassador for everything we stand for  
Be proud to work for the hospice and for making a difference  
Be an educator  
Be passionate  
Be professional  
Be positive

## **Be part of the future**

Positively engage with change  
Be reflective and open to learn from experiences  
Show excellence in your work  
Be innovative  
Be creative  
Be bold

## **Be caring**

Be committed to providing the best possible care for our patients and their families  
Appreciate and value our supporters  
Be polite and helpful  
Be happy and smile  
Be considerate  
Be respectful  
Be sensitive

## **Be a good communicator**

Be thoughtful in your communication  
Take responsibility for accessing the information available to you  
Be open, honest and forthcoming  
Be approachable and responsive  
Be transparent  
Be consistent