
JOB TITLE: Furniture Van Driver

REPORTS TO: Warehouse Logistics Manager

ACCOUNTABLE TO: Head of Retail

BASED AT: Mobile/Martlesham Retail Centre

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