

**Role:** Retail Centre Distribution Driver  
**Location:** Distribution Centres  
**Staff Member Link:** Retail Centre Operations Manager



Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters

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### **Role summary**

To assist in the collection and distribution of goods between the hospice, the shops network and private households including furniture.

**This is a non driving role**

### **What you will be doing:**

Key activities include but are not limited to the following:

- To drive the van with due care and attention. To keep the van safe and secure at all times. Carry out daily checks on the van and report any faults or concerns to the Shop Manager
- To provide driving relief to cover annual leave and sickness
- To maintain a link between the Retail Centre and the shops and the hospice.
- To support the Fundraising Department when required, e.g. delivering banners, equipment etc.
- To load and unload vans and assist in general warehouse duties.
- To provide outstanding customer service at all times
- To have an understanding and promote Gift Aid to donors
- Adhere to St Elizabeth Hospice Health & Safety & Manual Handling Policies and Procedures and Driving at Work Guidance at all times

### **What we ask of our volunteers:**

- 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 be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

### **The benefits to you:**

- Experience working with a forward-thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific as necessary.

### **Your skills and attributes:**

- We will need to undertake annual driver declaration checks including driver licence details.
- You will be a polite and friendly person with good communication skills and the ability to work as part of a team.
- You will have the ability to work to deadlines but also have a flexible working attitude.
- Knowledge of the local area will be useful
- An understanding of health and safety and manual handling awareness when loading goods.
- Role specific training will be given.