

Role: Retail Centre Distribution Van Assistant
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



Role summary

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

What you will be doing:

Key activities include but are not limited to the following:

- 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:

- 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.