

# st elizabeth hospice

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|---------------------------|-----------------------------------|
| <b>Volunteer role:</b>    | Retail Centre Distribution Driver |
| <b>Location:</b>          | Distribution Centres              |
| <b>Staff member link:</b> | Retail Centre Operations Manager  |

## 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 drive the van with due care and attention, keeping 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 uphold our hospice values:
  - One team, one community
  - Learning never ends
  - Compassion takes courage
  - Every moment matters
- Take part in training so you feel confident and supported in your role
- Respect confidentiality for patients, staff and fellow volunteers at all times
- Be friendly and team focused so everyone feels welcome and supported
- Stay committed and reliable to help the team run smoothly
- DBS checks for some roles to ensure safety and suitability

## The benefits to you:

- Be part of a forward-thinking charity and make a real impact
- Feel proud of making a difference in your community
- Give back locally and support people who need it most
- Build new skills and grow your confidence.
- Meet new people and join a supportive team
- Training provided so you feel comfortable and ready for your role

## 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.