**Job Description**

**Van Driver – Retail Hub, Manse Lane, Knaresborough**

1. **Job Purpose**

To support and contribute the work at our Retail Hub, undertaking driving, collection and delivery of furniture and offering general support to the running of North Yorkshire Hospice Shops across the region.

1. **Key Tasks**

**Operational**

* To follow the planned daily task list undertaking collections or delivery of items of furniture, undertaking house clearances, transporting stock between shops and collecting rubbish or unwanted items according to the schedule.
* To ensure that any delays in collections or deliveries are communicated to customers quickly, maintaining the highest standards of customer service at all times.
* To maximise the income from gift aid by signing up donors on as many occasions as possible, ensuring that the information supplied about the scheme is as up to date as possible.
* Ensure that the vans are kept clean and tidy both inside and out, undertaking weekly washing and cleaning as a minumum.
* To undertake minor repairs to furniture donated to make it safe to sell and use or if necessary dispose of it safely.

**Regulatory**

* To be able to drive a long wheel base vehicle, complying with all road safety and traffic regulations and using the most efficient and effective routes.
* To help review all items for collection to make sure that they meet the requirements of fire safety legislation, are of suitable quality and meet the guidelines for saleable items which will be cost effective to sell. To explain any reasons for not accepting an item are explained in accordance with the agreed messaging.
* Conduct basic routine maintenance on the retail vehicles, ensuring that they are road-worthy at all times. As requested by the Retail Hub Management team, support delivery for any routine servicing and repairs to be undertaken. To report any damage or maintenace required immediatleey to the Retail Hub Management team following North Yorkshire Care Hospice Care policies.
* Dispose of any unwanted or unsuitable items in line with waste disposal regulations and North Yorkshire Hospice policy.
* Complete all records, checklists required as part of the operation of the retail stores unit and vehicles following policies and proceudres

**Logistics**

* To work collaboratively with the retail team to , share best practice and ensure donations are maximised through store transfers rather than through recycling.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**Key results/objectives/measures of success**

1. Gift Aid sign ups.
2. Numbers of collections and deliveries.

**Overarching responsibilities**

* To ensure that any safeguarding concerns are identified and reported in line with NYHC policy and procedure.
* Embedding the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
* To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
* To work in accordance, and fully comply, with our organisational policies and procedures.
* To carry out all duties in accordance with the law, regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

1. **Terms and Conditions**

Reports to: Retail Hub - Manager

Responsible for: N/A

Hours: 37.5 Hours

Location: House & Home and other NYHC sites

1. **Person Specification**

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| --- | --- | --- |
| **What is required?** | **Is it essential or desirable?**  *Essential = E*  *Desirable = D* | **How is it assessed?**  *Application = A*  *Interview = I*  *Task/Assessment = T* |
| **Education/Qualifications** | | |
| 1. Good general education | **D** | **A, I** |
| 2. Full clean UK driving licence and qualified to drive a large box vehicle with tail lift. | **E** | **A, I, T** |
|  |  |  |
| **Experience** | | |
| 1. Experience of working as a delivery driver, delivering directly to customers homes. | **E** | **A, I** |
| 1. Experience of delivery large items such as furniture. | **D** | **A, I** |
|  |  |  |
| **Knowledge/Skills** | | |
| 1. A good confident and competent driver with a knowledge of Harrogate and the surrounding areas. | **D** | **I** |
| 1. Good communication and interpersonal skills | **D** | **I** |
| 1. Good customer service skills and ambassador for organisation | **D** | **I** |
| 1. Excellent organisational skills | **D** | **A, I** |
| 1. Knowledge of health and safety, including safe lifting techniques. | **E** | **I** |
| 1. Able to undertake PAT testing or be willing to undertake training. | **E** | **I** |
| 1. Understanding of data protection and GDPR | **E** | **I** |
| 1. Good understanding of safeguarding. | **D** | **I** |
| 1. Demonstrable practical skills in maintenance and basic engine maintenance. | **D** | **I** |
| 1. Able to undertake basic DIY including painting, some joinery etc. | **D** | **I** |
| **Personal Attributes** | | |
| 1. An ability to work independently, self-motivate and prioritise own tasks and time, but also take direction from others and work collaboratively. | **E** | **I** |
| 1. Willing to learn and undertake a variety of tasks | **D** | **I** |
| 1. Manages stressful situations with a calm and measured approach and thrives in a fast paced, challenging, and unpredictable environment. | **E** | **I** |
| 1. Hands on, non-hierarchal person who relates well to all levels and cultures. | **D** | **I** |
| 1. Demonstrates a commitment to North Yorkshire Hospice Care’s aims and objectives through its core values and behaviors. | **D** | **I** |
| 1. Full understanding of and strong commitment to confidentiality. | **E** | **I** |
| 1. Ability to manage physical aspects associated with the role including heavy lifting | **E** | **I** |
| 1. Flexible working practice with ability to work unsocial hours when required. | **E** | **I** |
| 1. Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care. | **E** | **I** |