



# **St Giles Hospice Shops Limited**

## **JOB DESCRIPTION**

<b>JOB TITLE :</b>	<b>Driver (Occasional hours-Bank agreement)</b>
<b>REPORTING TO:</b>	<b>Support Services Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Delivery &amp; Collection of furniture</b>
<b>MAIN PURPOSE:</b>	<b>To raise funds and the profile of St Giles Hospice by maximising the efficiency of the delivery service we offer to our shops and customers. Ensuring the effective use of the van operation and providing good customer service.</b>

**Empathy towards the Hospice movement and an understanding of the value and quality of the service provided by St. Giles is implicit.**

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Collections and Deliveries**

- To cover as required for sickness and holidays.
- To liaise with the Support Services Manager for the daily schedule of collections and deliveries.
- To load and unload all goods for delivery and collection to and from the shops and customers.
- To keep a record of all collections and deliveries made by the van and obtain signatures as directed.
- To ensure that deliveries are made inside the allocated normal working hours.
- To actively promote the Gift Aid scheme.

### **Customer Service**

- Ensure that all customers are dealt with in a polite, professional and effective manner.
- Deal with customer enquiries effectively directing customers to other departments if appropriate

### **Driving and Vehicle Care**

- To ensure the van is driven in a courteous manner in accordance with the road traffic act.
- To ensure that care is taken to lock the van when unattended and to securely store overnight.
- To ensure maintenance of the van is undertaken daily in line with company checklist.

### **Miscellaneous**

- To be aware of and comply with current legislation applicable to the sale of second hand goods.
- To ensure health and safety standards are maintained at all times.
- To ensure all areas of the warehousing premises are kept clean and tidy at all times.
- To actively promote St Giles Hospice at all times.

- To take responsibility for own personal development within the position by means of on and off job training, Mandatory training will be provided.
- To undertake any reasonable requests in the interest of the continued success of St Giles Hospice Shops.
- To operate flexible working patterns during holiday and sickness periods. Fleet van coverage will be required.

**We operate a No Smoking Policy in all our premises and this includes all company vehicles.**

**Person Specification**

		<b>Essential/Desirable</b>
Qualifications	<ul style="list-style-type: none"> <li>• Full driving licence.</li> </ul>	E
Other requirements	<ul style="list-style-type: none"> <li>• Age 25 or above (insurance stipulation)</li> </ul>	E
Skills	<ul style="list-style-type: none"> <li>• Good interpersonal skills.</li> <li>• Ability to read map or use satellite navigation.</li> <li>• Proven customer service skills.</li> </ul>	E E E
Knowledge / Experience	<ul style="list-style-type: none"> <li>• Vehicle maintenance.</li> <li>• Local geographic knowledge</li> <li>• Some knowledge of legislation relating the sale of second hand goods</li> <li>• Previous driving &amp; delivery experience.</li> </ul>	D D D D
Attributes	<ul style="list-style-type: none"> <li>• Self confident.</li> <li>• Able to handle physically demanding work</li> <li>• Able to communicate with confidence to all types of individuals in a variety of formats, i.e. verbal, written.</li> <li>• Flexible – able and willing to work all the necessary hours.</li> <li>• Basic computer skills.</li> </ul>	E E E E D

**Terms and Conditions of Employment**

Scale of Pay: £7.92 per hour.

Tenure: Bank staff Monday to Saturday

Holiday Entitlement: 20 days plus 10 Bank Holidays pro rata (Rising to 22 days with service)

This post is subject to a Disclosure and Barring Service check and a six month probationary period.

