

Van Driver and Warehouse Assistant

Job Description

Area of Work: All Treetops Hospice shops, warehouse, donors homes/businesses

Responsible to: Operations Manager

Department Objectives

The Hospice provides all its services free of charge to the patients and their families. The objective of the retail department is to raise and contribute funds primarily through its group of shops, maximising the profit potential of each shop and growing the business through expansion.

Role Within the Department

The role of the driver will be all aspects of delivery and collection activity, and warehouse duties, as required by the warehouse manager. This position is assisted by a driver's mate. The driver is the senior staff member on the van and responsible for the smooth day to day running of the vehicle.

Specific Objectives

- To provide an efficient, professional and friendly service which supports both the warehouse manager and shop teams, and at the same time protects and enhances the reputation and good name of Treetops Hospice in the community.

Key Tasks and Responsibilities

1. Working for the operations manager on the collection and delivery of donated furniture between shops, the warehouse, and donors and purchaser's homes or premises. Also the collection of recycled clothes from shops to warehouse.
2. Taking telephone calls in the warehouse office and planning collection and delivery itineraries.
3. Complete all relevant administration and records, both manual and electronic
4. Liaising with donors to ensure furniture collected meets legal requirements and is suitable for sale.
5. Assisting shop managers and volunteers with furniture moving and positioning to display the donated furniture to best advantage.
6. Ensuring that all manual handling complies with legislation and attending mandatory hospice health and safety and general training when requested.
7. To attend meetings and regular supervision and review meetings as requested by the warehouse manager.
8. Condition of the van: making sure that the van is used and looked after responsibly at all times, any maintenance issues are highlighted with the warehouse manager, and that the van is kept clean and presentable.
9. Using Sat Nav and local knowledge for route planning, working around diversions and road closures etc, to ensure the best use of time and fuel.
10. Following company procedure for Gift Aid on donated goods.
11. To provide good customer service at all times.
12. Assist in the PAT testing of electrical goods in the warehouse or retail premises

Key Competencies and Skills Requirements

- Smart appearance and friendly personality
- Positive attitude and flexibility – a day's itinerary can change at short notice.
- Suitability for heavy lifting essential
- Numeracy, literacy and basic IT skills
- Good communication and problem solving skills
- Effective time management
- Working knowledge of the local area and able to read a map and A-Z
- Full clean driving licence.

Other tasks and responsibilities

- Warehouse work when required by the warehouse manager, which may include: furniture moving and cleaning, sorting clothes for recycling, stock and supplies organisation and other general duties
- Assisting with new shop openings and refurbishments
- Undertake minor maintenance duties as required
- Occasional furniture removal duties at the hospice
- Liaise with other charities, merchants and companies on the transfer/sale of stock of no value to Treetops, as directed by the Warehouse Manager
- eBay and mail order: Assisting the warehouse manager when required with all aspects of running our eBay and mail order operation. To include communicating with customers by phone and email, preparing and listing items for sale, maintaining stock tracking systems, packaging and postage.