



Job Description

1. JOB DETAILS

Job Title:	Van Driver (House Clearance)
Location:	Hospiscare Enterprise Centre, Exeter EX2 8RB
Hours:	37.5 per week, 5 days Monday - Friday
Team/Directorate:	Trading
Responsible To:	House Clearance Manager
Responsible For:	N/A
Accountable to:	Head of Retail

2. JOB PURPOSE

To support the maximising of sales and profit by providing a transport service for Hospiscare's House Clearance business.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Carry out all daily van activity and checks in accordance with the vehicle log book/on-board technology, reporting any defect, damage or accident to the House Clearance Manager with the minimum delay to ensure continuity of service.
- Complete delivery and collection paperwork, following set procedure, to ensure full records are held and GDPR compliance is achieved.
- Monitor the handling of goods in transit and the safe loading and offloading of van contents to ensure items are not damaged and income is maximised.
- Check donors' Gift Aid details to secure this income and ensure compliance with HMRC regulations.

- Check that items collected are correctly labelled, in saleable condition and meet legal requirements in order to minimise waste costs.
- Provide professional courteous customer service at all times in order to enhance the reputation of Hospiscare and secure repeat business.
- Follow pre-planned routes, maintaining communication with House Clearance Manager to be informed of any change to route or schedule, to ensure the most efficient use of resources.
- Assist with the lifting and carrying of large items of furniture and white goods, during collection and delivery and at the warehouse, to support the wider operational needs of the business.
- Assist with the correct disposal of unsaleable items from house clearances, collections or shops in order to reduce waste costs.
- Maintain the van in a clean and tidy condition externally and internally at all times in order to promote a positive image of Hospiscare.
- Sort and pack household contents and items within garages/outbuildings, assisting with a surface clean when required, in order to support the full house clearance service offered.
- Provide cover for the Logistics team when required to ensure continuity of service across all transport services for the Trading Company.

3.2 Key Contacts

Internal:

- House Clearance team
- Stock Manager
- Shop Managers
- Retail Development Managers
- Ecommerce team
- Head of Retail
- Fundraising team

External:

- Hospiscare Customers
- Hospiscare Support Groups

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

VAN DRIVER
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<p>Full UK driving licence C1 category</p> <p>General education to GCSE standard or equivalent, including maths and English</p>	
Experience	<p>Demonstrable experience of working in a role where adherence to Health & Safety regulations is paramount</p> <p>Demonstrable experience of delivering a service to external customers</p> <p>Demonstrable experience of delivering excellent customer care</p>	<p>Experience of working within a warehouse environment</p> <p>Experience of working within a house clearance/removal business</p> <p>Experience of working with volunteers</p>
Knowledge	<p>Understanding of the importance of team working</p> <p>Understanding of van telematics</p> <p>Awareness of the work of hospices and of Hospiscare</p>	<p>Knowledge of the Hospiscare geographical area of Exeter, Mid and East Devon</p> <p>Awareness of Gift Aid</p> <p>Awareness of the General Data Protection Regulation (GDPR)</p>
Skills	<p>Developed communication and interpersonal skills</p> <p>Developed organisational and time management skills</p> <p>Developed IT skills</p>	

Personal attributes	<p>Ability to work autonomously and act on own initiative, seeking advice/escalating issues when appropriate</p> <p>Good attention to detail</p> <p>Personal resilience and the ability to respond positively to change</p> <p>A solution focussed approach</p> <p>Team player</p> <p>Able to demonstrate sensitivity when required</p> <p>Awareness of Equality, Diversity and Inclusion in all aspects of work</p>	
Additional requirements	<p>Physically capable of undertaking the manual handling requirements of the role</p> <p>Flexibility to meet the needs of the service and willingness to carry out a variety of tasks</p>	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties and responsibilities the post holder may undertake and will be subject to review.

Post Holders Signature:

Date:

Managers Signature:

Date: