

## **Job Description**

<b>Job Title:</b>	<b>Warehouse Assistant &amp; Driver</b>
<b>Grade:</b>	B2- £20,270 – £21,318
<b>Hours of duty:</b>	37.5hr and or/ 17.5 hrs
<b>Shop Location:</b>	The Furniture Hub/ Field Based.

## **Organisational Arrangements**

<b>Accountable to:</b>	The Furniture Hub Manager and Area Manager
<b>Other Accountabilities:</b>	Head of Retail and Director of Income Development & Marketing

---

## **Role Summary**

Working as part of the Furniture Hub team, within the Retail Team of staff you will be responsible for overseeing the delivery schedule for the Furniture Hub; which will require lifting and moving of stock, including furniture, loading and unloading vans.

The collection and delivery of donations from supporters' homes is part of the role, as well as driving our Hospice vehicles to help and support the retail operations across all shops within our geographical area.

Checking the roadworthiness of the delivery vehicle and also ensure that the drivers' log is completed on a daily basis.

## **Key Responsibilities**

- You will assist in the storage, organisation, and distribution of goods and will support other areas of the Hospice in transporting goods and equipment as and when required.
- In liaison with the Furniture Hub Manager, ensure prompt and courteous collection of donated goods and delivery of stock to customers' homes and all retail shops. Maintain accurate documentation of deliveries and collection.
- Develop stock control process of existing and new goods, to assist the control of a smart and efficient warehouse facility; to ensure effective flow of stock distribution to shops.
- Open, sort, and store stock in accordance with Hospice procedures.
- Co-ordinate volunteer drivers in line with the needs and demands of stock delivery/ collection, and requirements from the Hospice.
- Ensure required vehicle maintenance checks are completed and reported; ensuring problems, regular maintenance, and renewal of MOT certificates and insurance are brought to the attention of the Facilities Team.

- To be an ambassador for the Hospice by promoting and encouraging support for the work of Dr Kershaw's Hospice. Maintaining courteous relationships with team members, colleagues, donors, businesses and customers and have a sympathetic attitude towards bereaved families.
- .To speak with customers and help facilitate sales where appropriate.
- Carry out any other reasonable duties appropriate to the position, and requested by the line manager.

### **Health and Safety/Security**

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. To take responsible care the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. To oversee appeals and event Risk Management Assessments and ensure outcomes are acted upon.

### **Education & Training**

The post holder will:

1. Participate in the Hospice appraisal system.
2. Maintain high professional standards and continue own personal and professional development.
3. Assist in teaching and supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.
5. Attend all mandatory training/update sessions.

### **General**

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.



## **PERSON SPECIFICATION**

## JOB TITLE: Warehouse Assistant & Driver

**Note to applicant:** When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

<b>KEY:</b> E = Essential   D = Desirable   A = Application   I = Interview   P = Practical   <b>S</b> = Short listing criteria		
Requirement	Essential/ Desirable	<b>Assess from:</b>
<b>Education &amp; Qualifications</b>		
Educated to GCSE standard or equivalent, and /or have substantial relevant work experience	D	A, <b>S</b>
<b>Experience &amp; Knowledge</b>		
Proven customer service experience including money handling	D	A, I, <b>S</b>
Proven experience of actively engaging with members of the public on all levels	E	A, I, <b>S</b>
Significant experience of driving larger vehicles and moving and handling larger items	E	A, I
Knowledge of safe working systems involving transportation, moving and handling and driving	E	A, I
Experience of input and use of computer based systems	D	A, I
Experience of working under pressure	E	A, I,
Experience of multi-tasking and managing own time to meet customer demands	D	A, I
Knowledge of local area and of the Highway Code	D	A, I, <b>S</b>
Strong interpersonal skills – the ability to build good relationships across all levels of the organisation and externally	E	A, I
<b>Personal Attributes</b>		
Full clean driving licence with access to own car	D	A, I, <b>S</b>
Ability to drive Hospice van	E	A, I
Committed to equal opportunities, anti-discrimination, anti-oppressive policy and practice and social inclusion	E	A, I, <b>S</b>
Works in an empathetic and sensitive way at all times, particularly when in contact with or distributing information to/on behalf of Hospice families	E	A, I
Able to work as part of a team and on own initiative	E	I
Enthusiastic and self-motivated	E	A, I
Application of creative and lateral thinking, combined with good problem-solving skills	E	A, I, P
Ability to be reliable and punctual	E	A, I, P
Ability to work sensitively with people of differing viewpoints	E	I,
Excellent communication skills with an excellent standard of written and oral English	E	I, P
Able to use good judgement	E	I, P
Ability to work to specified schedule and timescales	E	I

Ability and willingness to work flexibly including weekend work	E	I
Able to travel on occasion in course of carrying out duties where needed	E	A, I