



Job Description

Job Title: Retail Van Personnel

Department: Income Generation

Responsible to: Retail Operations Manager/ Merthyr Shop Manager

Job Purpose

This is a pivotal role in supporting the Hospice's retail operations to maximise the income generated from furniture sales and other items, via effective and efficient collections and deliveries. While providing a first class customer experience to all Hospice of the Valleys customers, donors and supporters.

Job Summary

Working as part of a small team to safely and efficiently complete deliveries and collections or furniture and other items as outlined in the daily schedule.

Following Health and Safety guidelines to safely, physically manoeuvre furniture between the van, customers' homes and our shops.

Provide exceptional customer service while also complying with the Hospice's guidelines for resalable stock, to achieve 100% compliance in not picking up poor quality or unsalable goods.

Where relevant ensure that all Gift Aid declarations are explained to donors and make sure the relevant paperwork is completed correctly and returned. Make sure items are labelled accordingly and the process is managed within GDPR guidelines.

Act in a professional and respectful manner during all interactions when collecting and delivering goods to customers' homes and to the shop team, providing a first class customer experience.

Safely move stock between the Hospice's six stores as and when required.

Manage the safe removal of all non-saleable items to authorised recycling sites from the various Hospice stores.

Undertake house clearances as directed by the Retail Operations Manager or Merthyr Shop Manager.

Comply with the Hospice's policies and procedures to make sure that the security of the Hospice Van and its stock is maintained at all time.

Ensure the Hospice van is well maintained and weekly checks performed, recording and escalating any issues in a timely manner so that operations are not impacted.

Provide a receipt for any donations received via the van and be responsible for the safe delivery of the donation back to Head Office. Making sure the Hospice's procedure for accepting donations is followed.

Report any incidents, accidents, or near misses to the Merthyr Shop Manager as soon as possible, completing any relevant paperwork as required.

Attend monthly meetings with your Line Manager and team meetings when required.

Act as an ambassador for Hospice of the Valleys raising awareness of the charities aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.

Undertake any other duties or work outside of normal hours to fulfil the needs of the charity, as requested and at the discretion of the Retail Operations Manager.

Professional

Work to maintain the values, mission and aims of Hospice of the Valleys.

Demonstrate efficient time management and flexible attitude to working patterns.

Work within Hospice policies, procedures and guidelines.

Treat everyone with respect and dignity.

Communication

Communicate respectfully in an open, accurate, straightforward and confidential way with colleagues across the organisation.

Maintaining good working relationships with internal and external colleagues at all times through effective communication.

General Responsibilities

Respect and support all colleagues, working collaboratively across the organisation.

Maintain a professional, friendly and positive influence, maintaining awareness of how your behaviour can affect and influence the behaviour of others.

Maintain reasonable care for your health, safety and welfare and that of other people who may be affected by your actions. These responsibilities apply at all times whilst you are at work or on duty and apply to all Hospice premises and whilst working in the community, in other professional establishments.

To represent Hospice of the Valleys in the community and public domain as appropriate.



Learning & Development

Positively commit to Hospice of the Valleys' performance management process including annual appraisals and one to one meetings, taking responsibility for personal professional development.

Participate in education programmes and specifically attend teaching identified to meet your development aims and objectives and the objectives of the organisation.

Participate in all statutory and mandatory training as required.

Person Specification

Job Title: Retail Van Operative

Department: Income Generation and Marketing

Responsible to: Retail Operation Manager / Shop Manager

Requirements	Essential / Desirable	Assessed at Application or Interview
Qualifications / Professional Registration		
Full UK driving license to include qualification to drive 3.5 ton vehicle with no more than 3points	E	A
Be over the age of 25	E	A
Experience		
Previous experience of multi drop delivery driving	D	A
Held UK driving licence in excess of 3 years	E	A
Previous experience of manual handling and the relevant Health and Safety Guidelines	D	A
Worked within charity sector previously	D	A
Skills & Knowledge		
Have good knowledge of local area	D	A
Ability to communicate well face to face and over the phone	E	I
Ability to deliver excellent customer experience	E	A/I
Effective time management and problem-solving skills with excellent attention to detail and a methodical approach	E	A/I
Ability to work collaboratively with colleagues to achieve agreed objectives	E	A/I
Personal Qualities		
Strong communication skills	E	A/I

Self-sufficiency and resilience with the ability to 'think on your feet' and problem solve under pressure.	E	I
Empathic, practical, pragmatic	E	A/I
Flexible and adaptable to various rotas and the changing needs and demands of the role	E	A/I
Other		
Empathy with Hospice of the Valleys' aims and objectives	E	A/I
Car owner	D	I
Be physically fit and able to lift and carry heavy furniture items	E	A/I