

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – Furniture Delivery and Collection Driver

REPORTS TO – Shop Manager

RESPONSIBLE FOR – Volunteers and Drivers Mates

PURPOSE OF ROLE

To undertake profitable collections and deliveries, of donated stock (predominantly furniture), from customers and donors and to deliver a high level of customer satisfaction as the public face of Demelza.

KEY RESPONSIBILITIES

- To work closely with the Shop Manager in order to conduct effective distribution of all stock and to carry out agreed action points.
- To evaluate proposed collections in terms of costs and profitability, and where necessary to politely decline unsuitable offerings without causing offence.
- To travel to all sites, as required, delivering excellent customer service.
- To move and handle all items with care and to transport the items without causing damage to premises, persons or items.
- To move items within shop premises at the request of the Shop Manager or Assistant Manager deputising in his/her absence in order to maximise sales and storage.
- To keep detailed accurate records of mileage, fuel expenditure and hours worked.
- To accurately relay information and or documents to and from all parts of the organisation, as required.
- To give an excellent impression of Demelza at all times when dealing with members of the public and other organisations.
- To ensure the company vehicle is maintained, reporting any faults/servicing requirements immediately according to procedure.
- When deliveries or collections are not required, or are not a priority, you will be required to undertake other general duties as required. This will include any reasonable request in connection with the Trading Company or hospice activities.

PERSON SPECIFICATION

Essential

- Full driving licence with no endorsements, with 2 years driving experience.
- Over 21 years of age (for insurance purposes)
- Ability to offer flexible hours of working and given appropriate notice, be prepared to help cover absence/holiday hours of Demelza's other delivery drivers.
- An effective communicator at all levels.
- An excellent ambassador for Demelza.
- Ability to work on own initiative.
- Ability to undertake thorough record keeping.
- A flexible 'can do' approach and willingness to 'muck in' on any duties or general caretaking tasks.
- Ability to undertake moderate to heavy moving and handling duties with inconsistent loads.

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The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

ISSUE DATE – November 2019

REVIEW DATE – November 2020

VERSION NUMBER - 1

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