



Job Description

Post Title:	Retail Van Assistant
Accountable to:	Retail Van Driver
Responsible for:	Volunteers
Contract:	Permanent, 28 hours per week
Rate of Pay:	£8.21 per hour

Main Purposes of the job:

1. To help complete collections and deliveries of stock to and from donors' houses.
2. To help facilitate movement of stock throughout the organisation.
3. Ensure the highest levels of customer service, productivity and efficiency at all stages of collection and delivery of stock.
4. Support the recruitment and help to motivate volunteers for the van.
5. To support regular maintenance and upkeep of company vehicle to include a minimum weekly interior and exterior cleaning of the vehicle.
6. Help to maintain high standards of organisation and housekeeping within the Home and Living shop at all times.
7. Actively promote and source stock donations from customers and the local community.
8. To comply with Life's Equal Opportunities and Health and Safety policies and undertake appropriate training and personal development as appropriate.
9. To promote Life in a good light, acting as an ambassador to the local community, customers and volunteers.
10. Abide by Life's Van Driving Policy.
11. Actively participate in two-way communication, sharing and exchanging relevant and appropriate information with the van driver.
12. To sign up gift aid donors whilst out collecting donations from the community in line with Life's policy.
13. Undertake such other reasonable tasks as may, from time to time, be deemed necessary

Key Responsibilities:**Stock:**

1. Actively encourage the public to donate saleable stock through networking in the local area.
2. Support the Gift Aid process by signing up donors when doing collections.
3. The role will demand moving sometimes high volumes, bulky stock on a daily basis.
4. Support the Van driver to move stock within the shop as required.
5. Ensure stock is stored as per guidelines in the warehouse.

Staff:

1. Support the organisation of routes and daily tasks through the furniture software.

Administration and Security:

1. In the absence of the van driver, to keep the Home and Living Shop Manager updated about necessary repairs and maintenance of the van, agreeing on action plan and costs. The shop manager is responsible for arranging for the work to take place.
2. In the absence of the van driver, notify the local police and your line Manager in the event of a break in, incident within a donor's home or security incident.

Health and Safety:

1. Provide a safe environment that protects all staff/volunteers, and the public.
2. Comply with all Health and Safety (H&S) regulations as per Life's H&S Policy.
3. Report any maintenance or Health and Safety issues to the van driver.
4. In the absence of the van driver, is responsible for ensuring safety checklists are completed for the Van.
5. Is responsible for maintaining health and safety records, reporting and recording all serious incidents and injuries to head office in line with Life's policy.

NB This role involves continuous manual handling of stock, in volume on a daily basis. It will require a reasonable level of fitness and exertion, including carrying stock up and down stairs on a regular basis.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver LIFE's requirements.

- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services, including retail, are aware of and deliver their individual responsibilities

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

POST TITLE: Van Assistant**Person Specification**

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Eligibility to drive a charity vehicle or to drive on behalf of the charity is subject to the driver holding a current valid, full UK driving licence, that has been held by the driver for a minimum of 12 months		✓
Knowledge and experience of working in a Charity Furniture outlet		✓
Must be able to lift and carry bags and boxes of stock donations, including furniture	✓	
Have an awareness of Health and Safety regulations	✓	
Excellent customer service skills		✓
Organised with the ability to multitask and work within a fast-paced environment	✓	
Flexible attitude and be able to change and adapt at short notice	✓	
Smart, reliable and punctual	✓	
Prepared to be flexible with hours and a willingness to take on additional responsibilities if required	✓	
Drive long distances where appropriate		✓
Positive attitude with a “can-do” approach	✓	