



## Job Description

<b>Title:</b>	Retail Van Driver
<b>Accountable to:</b>	Retail Operations Manager
<b>Responsible for:</b>	N/A
<b>Location:</b>	Based out of Leamington Spa with extensive travel & Manual Handling
<b>Contract Type:</b>	Permanent
<b>Working Hours:</b>	Part Time – 14hrs per week
<b>Benefits:</b>	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 1 years' service.

### Main purposes of the job:

- To provide a cost-effective logistical service to the retail department.
- Represent Life as an efficient and charitable organisation by ensuring that your actions reinforce Life's basis and values.

### Key achievement areas:

#### General:

- 1) To promote Life in a good light, acting as an ambassador to the local community, customers and volunteers.
- 2) Actively participate in two-way communication, sharing and exchanging relevant and appropriate information with the Retail Operations Manager, Stock Co-ordinator, everyone within the Retail Team and wider Charity.
- 3) Maintain an administration log ensuring fulfilment of record-keeping requirements.
- 4) Ensure that valuables and fragile items are handled appropriately to avoid damage.
- 5) Provide excellent levels of customer service when dealing with stores staff and volunteers, external customers, agencies and local business.
- 6) Ensure the highest levels of customer service, productivity and efficiency at all stages of collection and delivery of stock.

#### Logistics:

- 1) As instructed by the Retail Operations Manager & supported by the Stock Co-ordinator, follow a van rota which effectively facilitate movement of stock throughout the organisation.
- 2) Complete collections and deliveries of stock to and from Life Premises & Clothing Banks.

- 3) Support with the delivery of pop up events, including loading the van, logistics to site, setting up, supporting the sale & closing down the event under instruction from Retail Stock Co-ordinator.
- 4) Abide by Life's Van Driving Policy.
- 5) Partake in the shops day to day operational activities when required and take direction from the Shop Manager(s)/ Stock Co-ordinator. Actively promote and source stock donations from customers and the local community.
- 6) Driving in a courteous manner.
- 7) Planning an area for door to door collections to ensure maximum return and good quality collections.

#### **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 required.
- 3) Support stock procurement initiatives.
- 4) Move stock around the building as required.
- 5) Service and empty Life's clothing banks ensuring that you adhere to Life's policies on collections.
- 6) Ensure stock is stored as per guidelines in the shops
- 7) Posting and collecting door to door collection bags through letterboxes and collecting subsequent filled bags within a specified timescale.

#### **Health & Safety:**

- 1) Comply with Health and Safety regulations across charitable activities and for vehicle use.
- 2) As this role involves continuous manual handling of stock, in volume daily. It will require a reasonably high level of fitness and exertion, including carrying stock up and down stairs daily. A LWB Transit van holds approximately 200 bags of 8Kg stock which you would be required to load and unload at various locations throughout the day.
- 3) It will also involve moving, lifting, loading and unloading irregular boxes and small items of furniture. There will be a requirement to work in both confined and challenging spaces on occasions.
- 4) Adhere to regular maintenance and upkeep of company vehicle to include a minimum weekly interior and exterior cleaning of the vehicle.
- 5) Maintain high standards of organisation and housekeeping within the shops at all

times.

- 6) Report any vehicle maintenance or Health and Safety issues immediately
- 7) Ensure safety checklists are completed for the vehicle
- 8) 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.

### **Safeguarding Children & Adults at Risk of Harm:**

- 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 adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements 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 seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

### **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 are aware of and deliver their individual responsibilities

### **Corporate behaviours:**

#### **All staff are expected to:**

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop 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 always maintain professional standards
- 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 changes in consultation with the post holder.

## Post title: Retail Van Driver

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Experience / Knowledge / Qualifications</b>		
Ability to drive long distances	✓	
Basic literacy or numeracy at a level to read and write simple messages, carry out simple calculations, instructions or maintain simple records.	✓	
Good physical fitness (requirement of the role)	✓	
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 2 years	✓	
<b>Communication</b>		
Be able to effectively communicate to a range of people at all levels	✓	
Excellent customer service skills	✓	
<b>Personal</b>		
Committed to the vision, mission and values of the charity	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	
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	✓	
Prepared to be flexible with hours and a willingness to take on additional responsibilities if required	✓	

**Internal Use Only**

Approved By: Charlotte Cox

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