

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg**Clinical Employees** |  | **Non-Clinical Employees** |  | **Volunteers** |  | **Flexi-Bank Workers** |  |

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| **ROLE:**  | **Superstore / Retail Driver** |
| **REPORTS TO:** | Warehouse Manager |
| **PAY LEVEL:** | Level 1 - £26,865.14 to 28,768.93 FTE (Salary will be pro rata for part time hours) |
| **LOCATION:** | Hospice Superstore  |

**PURPOSE OF ROLE:**

Providing a vital role in delivering the best possible customer service and care. Ensuring the smooth operation of our warehouse and delivery and collection of donations whilst also providing excellent customer service.

**KEY DUTIES:**

* To assist in the logistical planning, organisation of deliveries, collection of donations, by utilising our daily board job list efficiently and effectively
* To be commercially aware of items that are suitable for resale
* To service our retail outlets by the collection and delivery of donations
* To ensure the smooth running of our warehouse by sorting, pricing and placing out for sale any donated items (including Bric a Brac)
* To be part of the team responsible for the collection and disposal of refuse
* Ensure safe manual handling of goods which includes heavy furniture and boxes
* Comply with all aspects of Health & Safety for both own self and the Superstore and Shops
* Provide general facilities maintenance, which does not require a tradesman, as delegated by the Manager
* Undertake routine daily/weekly recorded checks to maintain the safe use and cleanliness of all hospice vehicles
* Provide high levels of customer service and support, both in the warehouse and whilst delivering or collecting goods from our customers/donors

**HEALTH AND SAFETY:**

Hospice Isle of Man is dedicated to the health safety and welfare of all its employees and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

This job description is not meant to be exhaustive, and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Person Specification: What we need you to bring**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| Good general education to GCSE or equivalent level | **D** | **A & D** |
| **Experience:** |
| Previous experience of working in a customer service industry environment preferably in the retail or charitable sectors | **E** | **A & I** |
| Driving vans and delivering goods | **E** | **A & I** |
| **Skills/Competencies:** |
| Excellent communication and interpersonal skills | **E** | **I** |
| Ability to organise and prioritise workload | **E** | **A & I** |
| Able to work under pressure and meet deadlines | **E** | **I** |
| Precise, organised and methodical | **E** | **I** |
| Knowledge of local area | **E** | **A & I** |
| **Personal Qualities/Behaviours:** |
| Flexible and Positive attitude, hands on approach | **E** | **I** |
| Focused, ensuring we keep the donor at the centre of everything we do at the hospice | **E** | **I** |
| Knowledge of working in a charitable sector | **D** | **A & I** |
| Self-motivated and ability to use own initiative | **E** | **I** |
| Resilience | **E** | **I** |
| **Other:** |
| Ability to move and lift heavy furniture – training to do this safely will be provided | **E** | **A & I** |
| Full Driving Licence | **E** | **A & D** |
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| **How we will assess you** |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical skills |