

JOB DESCRIPTION & PERSON SPECIFICATION

 Clinical Staff		 Non-Clinical Staff		 Volunteers		 Flexi-Bank Staff	
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ROLE:	Warehouse Driver/Retail Centre Person
REPORTS TO:	Hospice Shops / Retail Manager
PAY BAND:	
LOCATION:	Hospice Retail Centre

PURPOSE OF ROLE:

**Providing a vital role in delivering the best possible customer service and care.
Ensuring the smooth operation of our retail deliveries and collections.**

KEY DUTIES:

- Collection and delivery of goods to all hospice shops and retail centre
- To assist in the organisation of deliveries, collection of donations, keeping delivery and disposal records
- Deliver a high standard of customer service whilst collecting donated goods and delivering purchases and answering telephones
- Processing customer sales and answering enquiries in the retail centre
- Responsible for the collection and disposal of refuse
- Ensure safe manual handling of goods with regards of own self – the job will require lifting heavy furniture
- Carry out weekly and monthly fire checks for retail centre / shops
- Comply with all aspects of Health & Safety

- Provide general facilities maintenance, which does not require a tradesman, as delegated by the Manager
- Undertake routine daily checks to maintain the safe use and cleanliness of all hospice vehicles
- Promote Hospice, its values, aims and objectives by engaging with both volunteers and the local community

Most challenging part of the job:

The ability to multi-task, organise workload in a busy demanding environment

Person Specification: What we need you to bring

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	D	A & I
Driving vans and delivering goods	D	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
Other:		
Physically able to lift heavy furniture	E	A & I
Resilience	E	I
Full Clean Driving Licence	E	A & D