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**Driver**

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| Job Title: | Trading Driver  |
| Department: | Trading |
| Location: | Flexible throughout the Preston, Chorley and South Ribble Areas. Full clean driving licence required.  |
| Responsible For: | Deliver and collect stock and furniture as required  |
| Salary: | 25 Hours per week (FTE £23,875 pro rata per annum) |

 Responsibilities

**JOB DESCRIPTION**

| Job Summary |
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To ensure that stock and furniture deliveries and collections are actioned in a timely and professional manner. This includes, delivering a high customer service whilst adhering to health and safety and relevant policy and procedures.

To adopt the role of ambassador for the hospice within the Community with clean, safe, and well maintained vehicles and good customer relations.

| Main Duties and Responsibilities |
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| Duties include:* To ensure consistently high standards of customer service are achieved whilst delivering and collecting from customers and in all Hospice shops as applicable
* To comply with personal data protection guidelines when dealing with deliveries and collection of furniture
* To develop a partnership with the furniture hotline personnel to ensure a smooth and efficient service for the collection and delivery of furniture
* To ensure current furniture guidelines as set by the Head of Retail are followed
* To ensure that any furniture collected meets Trading Standards Compliance i.e. applicable fire labels
* To promote Gift Aid on furniture collections
* To assist with recycling and disposal of unwanted goods and furniture through agreed channels and within set guidelines
* To assist in the training of volunteers on manual handling and ensure the correct procedures are followed
* To assist in the training of volunteers on tail lift procedures, where applicable
* To maintain the security of the vehicles at all times
* To have confidence in working as part of a team or on own initiative
* To report and take appropriate action in the event of incidents, accidents or near misses occurring or involving any volunteers whilst off site in the course of their duties
* To ensure that any volunteers working with you are aware and comply with hospice policies and procedures including health & safety, code of conduct and legislative requirements.
* To ensure the vehicle is clean and presentable at all times
* To assist with routine checks on the vehicles as per the current guidelines and as required
* To actively participate in annual performance reviews
* To actively participate in education and training relevant to the role
* To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager
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# VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers.

If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**PERSON SPECIFICATION**

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| ESSENTIAL  | DESIRABLE  |
| **Qualifications**  |
| * Educated to GCSE level (including Maths and English) or equivalent
* Full Clean Driving Licence
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| **Relevant Experience**  |
| * Confidence in driving small and large vehicles
* Basic knowledge of the local area
* Awareness of the Highway Code
* Ability to use satellite navigation systems
 | * Gift Aid experience
* Experience of working with volunteers
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| **Key Skills & Abilities**  |
| * Good interpersonal and communication skills with the ability to initiate, develop and maintain strong relationships
* Able to communicate confidently with a range of people with sensitivity and defuse conflict situations positively
* Able to interact
* Able to lift heavy items
* Able to work under pressure and to work to a timescale
* Good organisational skills with the ability to manage tasks simultaneously
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| **Other*** Sufficient personal resources to work effectively in a palliative care setting
* Commitment to personal and professional development
* An understanding of and demonstrable commitment to the Hospice’s Values as a framework for decisions, actions and behaviours.
* Understanding and commitment to the aims of Equality, Diversity and Inclusion
* Appreciation of confidentiality
* Flexible and proactive working approach
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