

| | |
|-----------------------|--|
| Job Title | VAN DELIVERY DRIVER |
| Hours of work: | Hours can be flexible on working hours in line with department operating hours below: 40 hours per week |
| Workdays: | Department operates Monday to Sunday |
| Department: | Retails |
| Work Location: | Waddesdon |
| Reporting to: | Charity Shop Manager |
| Date of issue: | July 2024 |

Job Purpose

To work as part of the superstore team with specific duties for the collection and delivery of saleable donated goods. Due to the fluctuation of driving needs this job holder will also provide cover and assistance to the wider reuse operation, including interaction and serving of customers.

Key Responsibilities

The main responsibilities are:

Key Result Areas

- Driving the hospice van to any such location as required to collect or deliver saleable donated goods, including feeder sites, prison, other South Bucks locations etc;
- Drive in a courteous and appropriate manner adhering to all road and site traffic regulations, awareness that bad driving practices will have a negative impact on the reputation of South Bucks Hospice and will not be tolerated;
- Ensure only saleable reuse items are collected from the feeder Household Waste Recycling Centres;
- Ensure any reuse items not deemed suitable for sale are returned to the waste stream in accordance with FCC procedures;
- Ensure goods are collected safely and effectively within designated timeframes;
- Maintain the required records with regard to the collection/delivery of goods;
- Ensure that the Hospice van is clean at all times and ensure that it is well maintained and legally compliant;
- Where appropriate, personal compliance with the Reuse Operation Manual, the site controls, including:
 - Health and safety legislation (The Health and Safety at Work etc. Act 1974);
 - Consumer law (Consumer Rights Act 2005);
 - Trading standards requirements (The General Product Safety Regulations 2005);
 - Lottery regulations (Gambling Act 2005);
 - FCC's operational requirements;
 - South Bucks Hospice's internal policies and procedures.
- When needed, adherence to pricing policy and stock control measures, ensuring the shop is well stocked at all times;
- Create effective relationships with traders to the benefit of South Bucks Hospice;
- Actively build positive relationships with FCC staff at the feeder sites resulting in high volumes of quality donation;
- Create a positive environment resulting in a working environment that is clean, organised and suitable to support shop trading;

- Quick and successful resolution of all customer queries and complaints and escalate where necessary;
- Greet customers in an effective and timely manner from first engagement through to processing the sale through the till. 100% compliance with cash handling processes when required.

Behavioural Values

- Appreciates the impact that decisions and actions have on the business;
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality;
- Crucial front line operational role as part of team that delivers high quality services to a range of customers;
- Pro-active and responsive to requirements to customers and colleague; a team player;
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers;
- Works co-operatively and productively with others, to achieve results;
- Demonstrable knowledge and interest in retail and reuse;
- Takes the initiative to work across boundaries to resolve challenges;
- Demonstrates commitment and loyalty to South Bucks Hospice;
- Self-motivated individual with strong customer focus;
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written;
- Uses original and creative thinking to make improvements or support the initiation of new approaches;
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice;
- Does the right thing for the long term success of South Bucks Hospice.

Personal Attributes

- Driving license with no endorsements and for insurance purposes over the age of 25;
- Demonstrate a consistent high standard of work and attention to detail;
- Punctual and presentable;
- Willing to learn;
- Effective Communications with colleagues and Management team;
- Calm temperament under pressured conditions;
- Willingness to travel to other locations;
- Customer Service focussed;
- Approachable and accessible;
- Basic computer skills.

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date
