

JOB DESCRIPTION

Job Details	
Job Title:	Van Driver
Grade:	Retail Deputy B
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Warehouse and Van Fleet Manager
Responsible for:	To ensure the collection and delivery of stock and perform general duties within retail and the wider Dorothy House operation
Location	Corsham Warehouse

Job Summary / Main Purpose:

- To ensure the safe transportation of all items to and from shops, customers' houses and other collection/delivery points.
- To ensure that the vehicle is kept clean and report any mechanical issues and in full compliance at all times with the necessary legal documentation such as MOT, Insurance and Vehicle Excise Duty
- To drive the vehicle only on Dorothy House Hospice Care business unless otherwise authorised.
- To carry out daily van checks and ensure these are recorded accurately and that any problems are reported.
- To deliver excellent standards of customer service when engaging with all our stakeholders and to be a brand ambassador of Dorothy house
- Communicate and update Customers effectively and professionally both face to face and over the phone.
- To support and assist the best use of space, high standards of cleanliness/tidiness in all areas of the warehouse, vans and other storage sites
- To respond promptly and efficiently to the implementation of new policies or changes in procedure.
- To have an overall awareness of the Retail Organisation and participate in education, training and development and attend meetings as required

- Driving licence to be reviewed on an annual basis. Dorothy House should be informed of any pending convictions within 24 hours or on your next working shift, whichever is sooner.
- Flexible work schedule, across 7 days as required to meet demand and business needs
- To ensure the gift aid scheme operates effectively by collecting donor details in line with GDPR guidelines.
- To support own overall wellbeing to deliver performance in a physically demanding role
- To fulfil mutually agreed additional duties as are deemed necessary for the needs of the business
- Adhere to health and safety best practice and policy/procedure at all times

Other Requirements

- To undertake all statutory and mandatory training as required for this post.
- Have an awareness of Road traffic laws and Highway Code and keep abreast of relevant updates
- Adhere to the uniform requirements of the role , ensuring one is presenting professionally at all time

Structure Chart



Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Confidentiality

All of the work relation to patients, carers, donors, staff and volunteers and any other information gained is of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification –

Essential requirements:

- Experienced driver with clean licence
- Physically fit to meet handballing demands
- Courteous and polite with a commitment to excellent customer service
- Full UK driving licence
- Flexibility in terms of working pattern

Desirable requirements:

- Experience working in retail, for a charity, or as a commercial van driver

