

Job Description

Job Details:	
Job Title:	Van Driver Team Leader
Grade:	Retail Manager B
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Warehouse & Van Fleet Manager
Responsible for:	Leading our Van Driver team
About our Retail Division Dorothy House stores are at the heart of the charity and our community, raising vital funds and increasing public awareness of the incredible work we do. They are driven by our values of empowerment, accountability and inclusiveness. Their absolute focus is on delivering to specific budgets & targets, whilst maintaining operational excellence. The Dorothy House retail estate is diverse, with 30 outlets spread across our 800 square miles. Predominantly second hand clothes & bric a brac stores, Dorothy House has also diversified into Furniture, Books & in the future will look to add to this portfolio. Our store teams are made up of both employed & volunteer personnel, with a diverse range of skills sets & personalities.	
Job Summary / Main Purpose: To manage a team of retail van drivers and associated operations effectively to ensure all stakeholders have their stock collected and supplied in a timely and cost effective way. Suggest opportunities to reduce the overall running costs of the retail van fleet through the centralised approach to our logistics operation. To lead and inspire teams, with effective communication, management and planning. Using innovation and continuous improvement to create the best possible logistic and stock support for Dorothy House furniture stores.	
Principal Duties and Responsibilities • To lead and work with a team of retail van drivers to ensure the Dorothy House collection and delivery service operates to the highest level of customer service. • Working closely and collaboratively with other Van Driver Team Leaders to ensure a seamless van service. • To ensure that the vehicle is kept clean and mechanically maintained and in full compliance at all times with the necessary legal documentation. • Flexible work schedule including weekends and bank holidays as required • To feedback any comments around failed collections & deliveries to the Warehouse & Van Fleet Manager, to ensure high levels of customer service are maintained at all times.	

- To ensure all members of the team understand the gift aid scheme and that it operates effectively by collecting donor details in line with GDPR guidelines.
- To effectively recruit staff, leading and managing a team, ensuring that they work to the required standards and provide a high level for all stakeholders at all times.
- To support the WVFM with stock movement in the warehouse as required
- To support the wider retail business with ad-hoc retail events, such as warehouse sales.
- To create driver stock movement schedules on a daily, weekly and reactive basis and in the most cost efficient and effective way
- To enable the WVFM to ensure that all equipment and vehicles are effectively maintained, safe to use and meet all legislative requirements by reporting any defects to the WVFM on a daily basis
- Actively work on a Furniture van as required to ensure a full collection and delivery service is operated at all times
- Provide support to other driver teams when other Van Driver Team Leaders are out of the business
- Ensure the vans used by your team are regularly washed and cleaned and that they contain all the required equipment to ensure they can be operated safely, informing WVFM of any equipment that is required.
- Develop own knowledge and skills in order to maximise contribution of the role.
- To support New Goods Manager and Distribution Lead to ensure effective and efficient distribution of stock
- Working collaboratively with all stakeholders.

People Management

- Lead and drive a culture of operational excellence and commercial accountability within your driver team
- To understand the values and motivation of individuals to maximise their potential and contribution to build a strong driver team
- To support the WVFM in the recruitment and selection process with a focus on attracting, appointing and retaining good candidates.
- To proactively manage and review the performance and progress of your team, set objectives and targets and liaise with the WVFM to develop individual training plans for the team. Liaise with HRBP when appropriate on performance matters, to include PDRs
- To motivate and empower team members to develop themselves
- Lead, manage and communicate with the team effectively, consistently and in a professional manner befitting Dorothy House
- Be a true leader, that can flex style within the organisation and be an ambassador for Dorothy House.

Safety and Security

- Ensure all fleet team attend specific related Health and Safety training essential to their role and that any equipment required is available and notify the WVFM if new equipment is required.

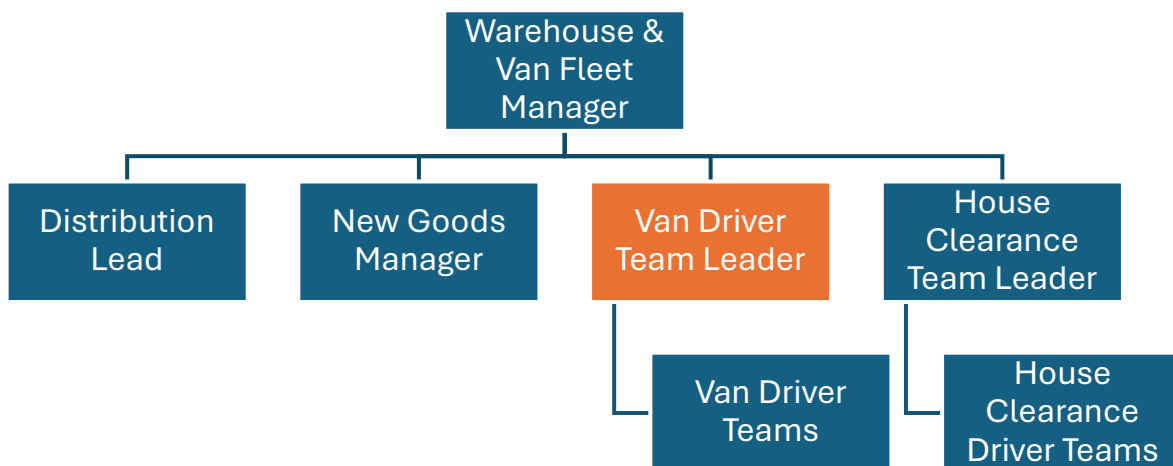
Continuous improvement

- Identify talent within the teams and build a plan to retain and develop further.
- Consistently look for new revenue generating opportunities for Dorothy House in both retail and beyond.

Working Conditions

- Travelling across our 800 square miles, visiting customers properties, DH shops and other locations as required.
- Weekend and bank holiday working
- Working in shops alongside staff and volunteers

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.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Team Leader**”. This means that you will commit to:

Lead Me Well:

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.
- Tend to difficulties early - don’t escalate issues that are yours to hold.

Support My Development and Wellbeing:

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

Listen to Me and Keep Me Informed:

- Keep to regular check-ins - don't cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are 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.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Holds a full UK driving licence with the ability to drive 3.5T vehicles and confidently undertake collection and delivery duties as part of day-to-day operations.	X	
Demonstrates the ability to lead and support a team, providing direction and ensuring operational standards are maintained. <i>(Experience in logistics, warehouse, transport, retail operations, or removals would be preferred)</i>	X	

Ability to organise and coordinate workloads, deliveries and stock movement across multiple locations.	X	
Demonstrates excellent customer service and communication skills when interacting with donors, customers, volunteers and colleagues.	X	
Experience working in a physically active environment - involving stock movement and manual handling	X	
Experience using route planning, logistics scheduling or stock management systems.		X
Experience supporting or managing volunteers within a retail or charity environment.		X