

## JOB DESCRIPTION

<b>Job Details:</b>	
<b>Job Title:</b>	House Clearance Driver
<b>Grade:</b>	Retail Driver
<b>Department:</b>	Retail
<b>Directorate:</b>	Finance, IM, Business Development & Retail
<b>Reporting to:</b>	Warehouse and Van Fleet Manager
<b>Responsible for:</b>	N/A
<b>Location</b>	Corsham Warehouse

### Job Summary / Main Purpose:

To primarily support the House Clearance Operations to grow sales. Secondly to support general warehouse operations as required

### Principal Duties and Responsibilities

#### House Clearance

- Complete full House Clearances Service from customers houses – House Clearance refers to the removal and sorting of all agreed items from a customer's property to generate income
- Uplifting a mix of stock from properties - Stock primarily refers to Furniture, Bric a Brac, Clothing and electrical items but may also include other products
- The role will be primarily indoors but due to its nature will require individuals to be willing to work in all weathers
- Sorting stock offsite between saleable, recyclable and waste items
- Driving a DH 3.5T Luton box van (and other Vehicles) to support clearance activities. Primarily to transport, load and unload between warehouse, shops, customer's properties and recycling centres but also to other locations as required in day-to-day operations.
- Work at warehouse to receive, unload, sort & distribute stock to final Selling locations or ensuring it is stored safely if required
- Utilise the waste hierarchy to deal with waste and recyclable items
- Taking waste items to approved waste management facilities
- Adhere to all Dorothy House Health and Safety policies, processes and ensure all equipment is used in a safe manner.

- Maintain a safe and clean working environment by keeping working areas & warehouse and workstations tidy.
- Make suggestions for improvements in productivity
- Offer great Customer service and represent Dorothy House in a positive and professional manner

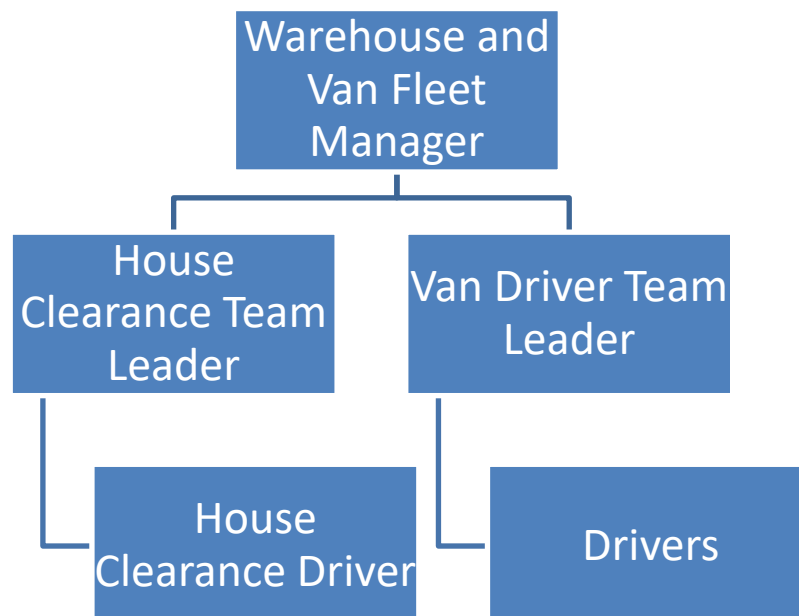
#### **As part of the Retail Team**

- Assist with regular warehouse activities as required as part of the warehouse team
- Participate in organisational and/or departmental activities that promote the work of the Retail Team.
- Commit to the Dorothy House objectives and its values.
- Travel to meetings and training sessions as required
- Build and develop positive relationships both internally and externally and to ensure maximum income for the charity
- Customers service

#### **On a personal level**

- Undertake required training.
- Participate in the Personal Development Review process and engage in own personal development.

#### **Structure Chart**



#### **Contacts**

- Staff and volunteers at Corsham Warehouse
- Shop staff and volunteers
- External suppliers
- Customers

### **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.

Must hold a current driving UK licence that allows the individual to drive up to 3.5T vehicles and preferably 2 years' experience driving vans or similar vehicles

### **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.

### **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.

### **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 -

Criteria	Essential	Desirable
A good standard of Maths and English with a good attention to detail	X	
Full UK Driving Licence allowing you to drive up to 3.5 tonne vehicles*	X	
Able to work on own initiative and good team player	X	
Excellent prioritisation and organisation skills	X	
Experience of working in the retail sector, logistics sector, or with volunteers		X
Knowledge of with manual handling with experience regularly moving and lifting loads in a work environment.		X
Confident using IT systems and Microsoft packages such as Word, E-mail, Excel and databases	X	

\*Needed due to the core duties and responsibilities requiring the post holder to drive one of our fleet vehicles weighted up to 3.5 tonne.