

Role Profile

*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Van Driver - Delivery and Collections
Department	Donation Centre
Reports to	Donation Centre Manager
Location	Donation Centre

Background Information

We offer collections and delivery in Bury ST Edmunds and surrounding areas within our catchment of West Suffolk and Thetford.

Job Purpose

The collection and delivery of goods to and from the Hospice, shops, members of the public and other agencies as directed.

Key Accountabilities & Responsibilities

Customer and Donor

- Ensure that all requests for collection and delivery are approached with care, efficiency and co-operation
- Ensure a high level of customer service, empathy and understanding to our customers and donors
- Collect donated goods, including items of furniture, from members of the public's homes and deliver to various Retail locations following Hospice procedures.

- Promote Gift aid to donors
- Deliver purchased goods, including items of furniture, to the homes of members of the public following Hospice procedures.

Stock

- Ensure the safe transport of goods through using materials supplied to secure items
- Collection and delivery of Donation pots from shops to the Fundraising department with correct paperwork as procedure

Vehicle and Safety

- Responsible for daily vehicle checks before and after use, escalating any issues to the Donations Centre Manager.
- Responsible for ensuring the van is refuelled, clean and tidy for use.
- Report any incidents, accidents, or near incidents to the Donations Centre Manager as soon as possible, following the correct guidelines.
- Routing to ensure the most efficient route.

Other

- Attend meetings on a regular basis with Line Manager.
- Undertake house clearances as directed by the Donations Centre Manager.
- Emptying of offsite Clothing banks weekly
- Assist with keeping The Donations Centre clean and tidy
- Assist with Donation Centre sale day preparation

Key Working Relationships

Internal relationships

- Retail team – Daily - Delivering and collections stock items
- Fundraising team – Occasionally - Assist with events, moving of items,
- Community Team – Occasionally - Delivery of patient items. Movement of furniture
- Facilities team – Occasionally - Assist with movement of items when requested
- Wider Hospice team – Occasionally - delivery or collection of items when requested

External relationships

- Waste management – Weekly - recyclers and waste transfer company
- Customers and Donors – Daily in role

Job Scope

Decision making level	Acceptance or refusal of donated furniture
Financial resources	Shared responsibility for transporting collection boxes from shops to Hospice Shared responsibility for transport of stock and equipment
Other resources	Shared responsibility of ensuring the vehicle is safe and fit for purpose by completing check sheets Shared responsibility to ensure the vehicle does not exceed weight capacity
People management	Some on the job coaching to new employees when necessary
Legal, regulatory and compliance responsibility	Responsible for ensuring compliance of daily vehicle checks Responsible for ensuring daily compliance of recording vehicle mileage

Person Specification

Knowledge, qualifications and experience

Required

- General Education
- Clean driving licence B1
- Knowledge of local routes and geography
- Physically fit to meet the demands of the role

Desirable

- Experience of driving a larger vehicle
- Experience in a customer facing role
- Experience of working in a team

Skills and abilities

- Punctual
- Excellent driving skills
- Reliable and trustworthy
- Good concentration

- Good communication and interpersonal abilities
- Able to work under pressure
- Awareness of safety procedures for goods loading and unloading processes.
- Able to meet deadlines

Other

Could be required to work a weekend day to support warehouse sales

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data Protection

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

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

March 2024