

Job Description – House Clearance Assistant / Van Driver

Reports to:	House Clearance Manager
Location:	Unit 4, Chapel Pond Hill, Bury St Edmunds, IP32 7HT
Job Purpose:	To support the House Clearance Team, with the aim of maximising sales and profit ensuring a professional service is delivered at all times The collection and delivery of goods to and from the Hospice, the Retail shops, members of the public and other agencies as directed

Key Responsibilities:

1. Carry out house clearances with the House Clearance Team, to organise the safe loading of the van, ensuring items are not damaged in transit
2. Liaise with all parties involved with the house clearance, ensuring a smooth operation of removal and delivery of furniture
3. Sorting and packing household contents and items within garages/outbuildings
4. Disconnecting house hold appliances such as dishwashers and washing machines
5. Assist with general house cleaning when required
6. Prioritise work load accordingly with guidance from the House Clearance Manager
7. Dispose of unwanted items from the house clearance in the appropriate manner. Recycle where possible to help keep disposable costs to a minimum
8. Deliver excellent customer service to all parties involved in the house clearance, acting sensitively to the needs of those who may be newly bereaved

Van Responsibilities

9. Ensure van weight limits are strictly adhered to at all times
10. Take responsibility for the security of the van and its contents during working hours
11. Record all journeys in accordance with the vehicle log book

12. Conduct vehicle checks daily in accordance with the vehicle check sheet and report any defect, damage or accident to the House Clearance & Transport Manager
13. Check and replenish van consumables and equipment after each job in the absence of the van driver's mate
14. Keep the van clean and tidy externally and internally

Other Responsibilities

15. Ensure Health and Safety guidelines are strictly adhered to including manual handling
16. Collect and deliver furniture from individual donors ensuring that they are as described by the donor, in saleable condition and correctly labelled to meet all legal requirements. Where necessary to explain to customers why items cannot be accepted in a clear and courteous manner
17. On occasions to assist within other areas of the retail department as requested by management

Special Features of the job

Such as requirements to work outside of standard office hours, with prior agreement with line manager. This role entails heavy lifting, can be dirty dusty work, carpet removal, cleaning, loft clearance and general garden maintenance and clearing.

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.

- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
 Learning & Development Policy
 Disciplinary Policy
 Health and Safety Policy

Job Description dated: January 2018