

### Job Description

<b>Job Title</b>	Driver	<b>Location</b>	St Clare Hospice, Hastingwood
<b>Grade</b>		<b>Hours</b>	37.5 hours per week Five days Tuesday to Saturday

<b>Responsible to:</b>	Harlow Shop and Distribution Manager
<b>Accountable to:</b>	Retail Sales Manager
<b>Key working Relationships:</b>	Retail personnel Other hospice personnel Volunteer Workforce Customers and General Public Suppliers

<b>Qualifications:</b>	Current full clean driving licence Minimum age 25 years (insurance requirement)
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#### Job Summary

To assist with the St Clare Hospice Trading Company distribution service by acting as full time driver of the company van completing deliveries and collections.  
To raise the profile of St Clare Hospice in the local community through good customer relations..

#### Key responsibilities

1. To drive the van during the day-to-day operation of collection and distribution of donated and new goods, to a daily job list supplied by the Harlow Shop and Distribution Manager or his representative. This will involve manual handling of furniture with assistance, as well as other goods to and from the Company van.
2. To comply with the St Clare Hospice employer vehicles policy at all times which includes insurance provisions, and reporting of accidents, fines, etc.
3. Deliver and collect hospice equipment to and from patient's homes, on behalf of the Family Support team.
4. To plan the daily list of deliveries and collections to achieve the most efficient schedule.
5. To deal with customer enquiries, complaints, keeping the Harlow Shop and Distribution Manager informed of any such matters.
6. To liaise with Shop Managers regarding furniture requirements so that available space is utilised as much as possible.
7. To keep the Harlow Shop and Distribution Manager informed of any problems affecting completion of scheduled jobs, and inform affected customers.

8. To act as courier of post, documents and sometimes cash, between the shops and the hospice.
9. To assist with dismantling, assembly and general handling of furniture in all the Company shops.
10. To check that all furniture collected meets legal requirements, and is suitable for resale.
11. To take responsibility for the security of the van and contents.
12. To ensure that all items of furniture, ceramics, glassware, new goods, etc on the van are suitably secured and protected to avoid any damage in transit.
13. To complete daily, weekly and monthly vehicle safety checks and report any faults without delay.
14. To check that Vehicle Insurance and Road Fund Licence are up to date and that the relevant documents are carried/displayed as required by the Road Traffic Act.
15. To check that vehicle servicing is carried out in accordance with the vehicle manufacturer's service schedule and notifies the Harlow Shop and Distribution Manager when it becomes due.
16. To check that the vehicle service records are kept up to date.
17. To report any malfunction or damage to the company vehicle immediately to the Harlow Shop and Distribution Manager.
18. To be aware of gross vehicle weight and ensure that the safe limit is not exceeded.
19. To supervise volunteer crew members and assist in their in-house training to ensure safe working practices.
20. To ensure St Clare Hospice remains 'top of mind' for charitable donations of suitable goods for sale by provision of an excellent service at all levels.
21. To ensure that Health & Safety procedures are adhered to at all times on Company vehicles and all sites operated by St Clare Hospice and it's Trading Company.
22. To drive in a safe and considerate way at all times, keeping to the statutory speed limits.
23. To be responsible for the internal & external cleanliness of Company vehicles.
24. To act as key holder to the Company Shops in an emergency.
25. At the direction of the Company Shop Managers to regularly remove from the shop premises, clothing, shoes and other unwanted items (including furniture) considered unsuitable for resale either for recycling or authorised disposal.

**General**

- Provide cover for colleagues as directed by the relevant team leader/ Manager / Director
- The post-holder will have access to confidential data on staff, patients and services within St Clare Hospice. Failure to maintain confidentiality will lead to disciplinary action, which could ultimately lead to dismissal.
- The post holder may be required to participate in the assessment of risk and thereby contribute towards clinical and corporate governance agenda as appropriate.
- The post will be subject to regular annual staff development review
- The post holder will be expected to produce work of a high standard and to promote quality at all times.
- St Clare Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Clare Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration. To obtain a copy of the Equal Opportunities policy refer to the Intranet or the policy files located in IPU/Day Hospice and the Assistant to the CEO office.
- The post holder will be expected to keep themselves updated on all matters relating to Hospice procedure and policy.
- The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or the Hospice, reporting any potential risks to life or property immediately in accordance with the Hospice's Health and Safety policy and procedures. They must use all equipment provided to undertake their role safely.
- Refrain from smoking in any area of the Hospice premises
- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development
- The philosophy of the Hospice is based on an interdisciplinary approach and employees and volunteers are required to participate in this concept.

This is an outline Job description and may be subject to change, according to the needs of the service, in consultation with the post holder.

<b>Signed (employer)</b>	
<b>Date</b>	
<b>Signed (employee)</b>	
<b>Date</b>	
<b>Date</b>	